CITY OF SAN ANTONIO
PUBLIC WORKS DEPARTMENT

COSA PRIMELink Vendor User Guide for
PRIMAVERA UNIFIER

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PAYMENT REQUESTS

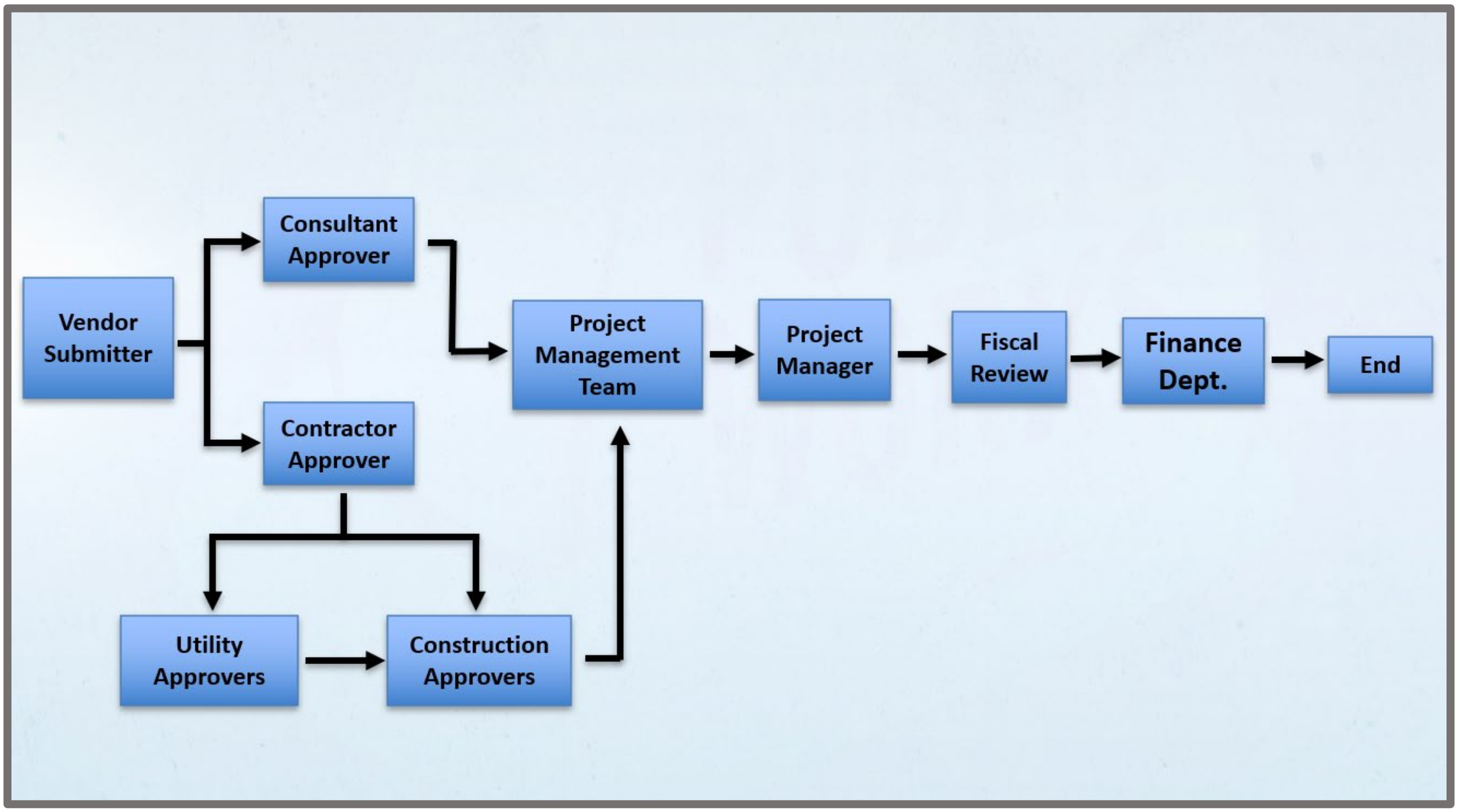
General

The Payment Request Business Process (BP) is used by vendors to submit their invoices for review and approval. A Payment Request can be submitted on standard or on-call contract. The BP is created by Vendor and is routed through the Consultant/Contractor and Utility if appropriate. For Street and Drainage projects, payment requests will be initiated by City of San Antonio Personnel.

Workflow

The workflow is shown in Figure 1.

Figure 1 – Payment Request Workflow



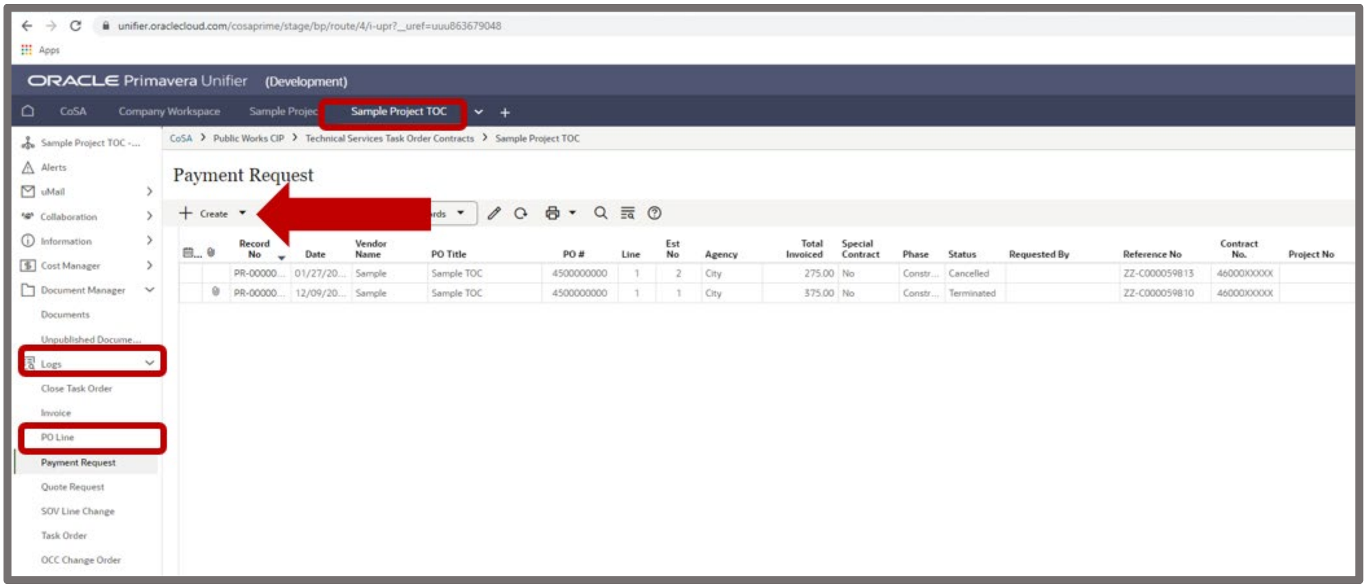
Payment Request Business Process Location

The Payment Request business process is located under the project in the Logs folder. See Figure 2.

Creating a Payment Request

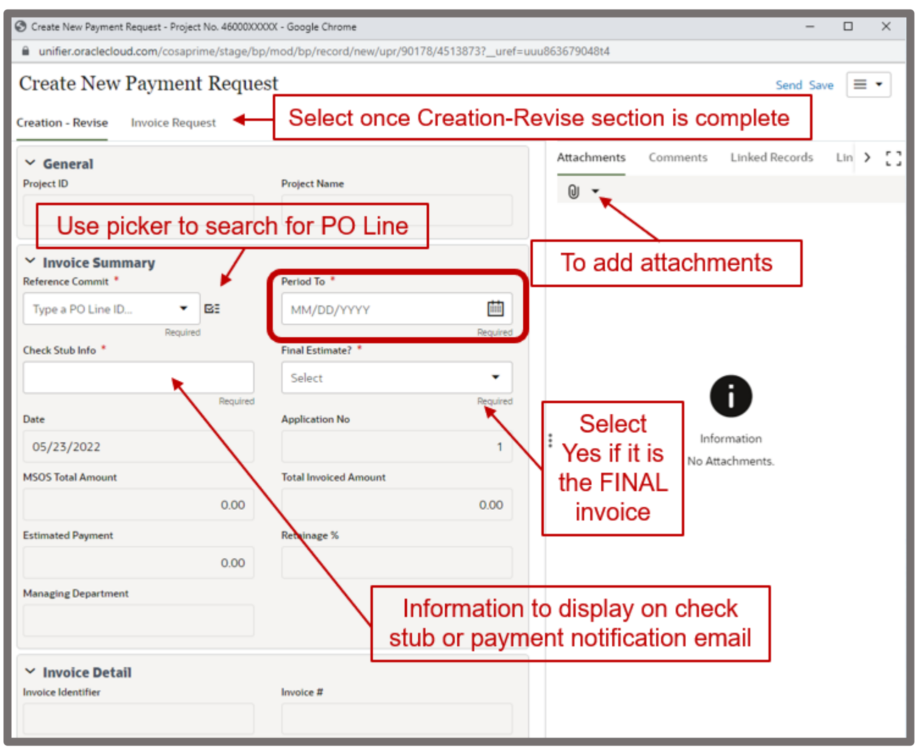
1. To create the Payment Request, go to Payment Requests located in the Logs folder under the project and click on Create. See Figure 2.

Figure 2 – Payment Request Location



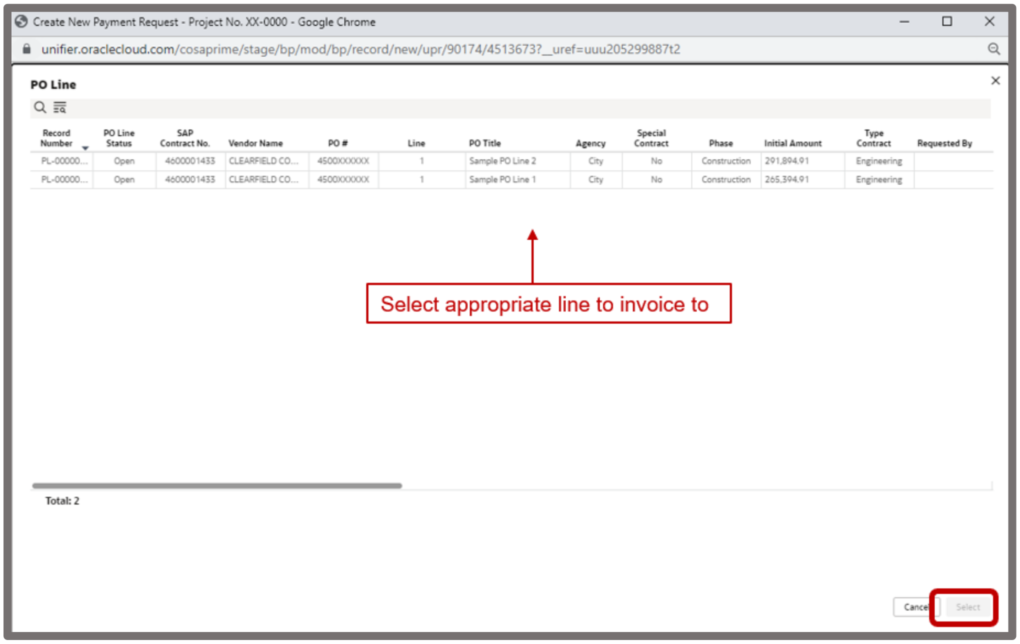
2. The Header Form is displayed in Figure 3. Select fields are highlighted below. See Figure 3.

Figure 3 – Creating a New Payment Request



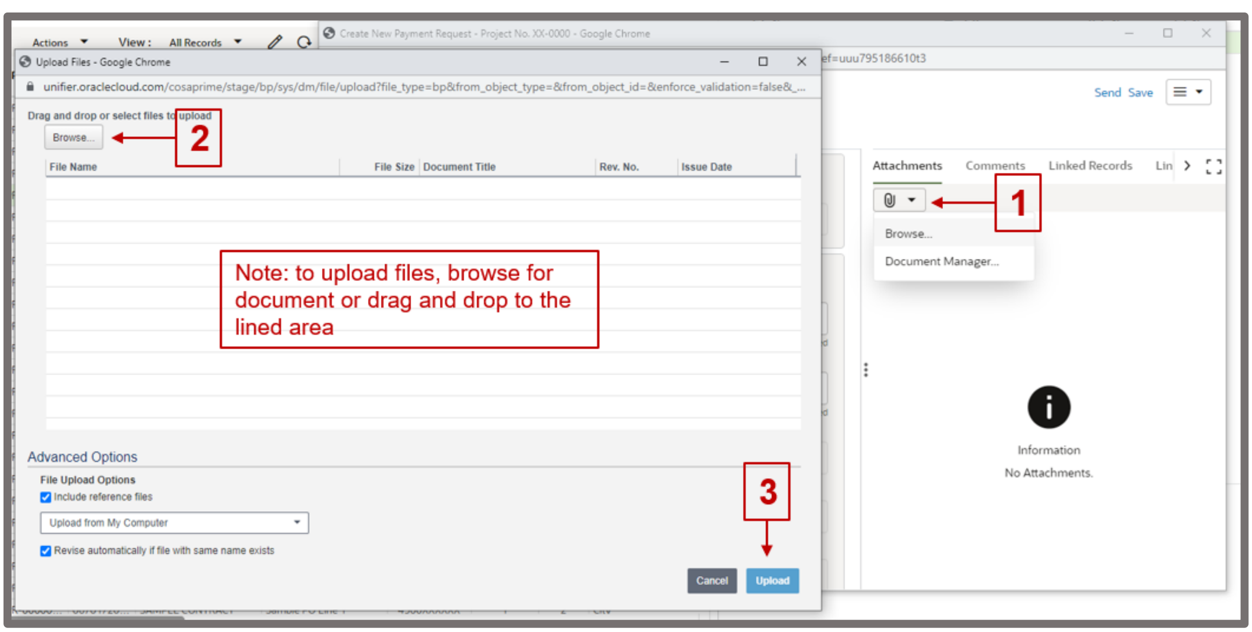
a. Reference Commit – Choose the Purchase Order Line (PO Line) you will be invoicing this period by selecting the picker button. After selecting the picker, a separate window will display with a list of all the PO Lines that can be invoiced to. Choose the appropriate line from the list that is displayed. The PO Line Picker Button MUST be used; do not type PO number into the Reference Commit box. Note: Only select one item. Do not select any Bad or Closed items. See Figure 4.

Figure 4 – PO Line Picker



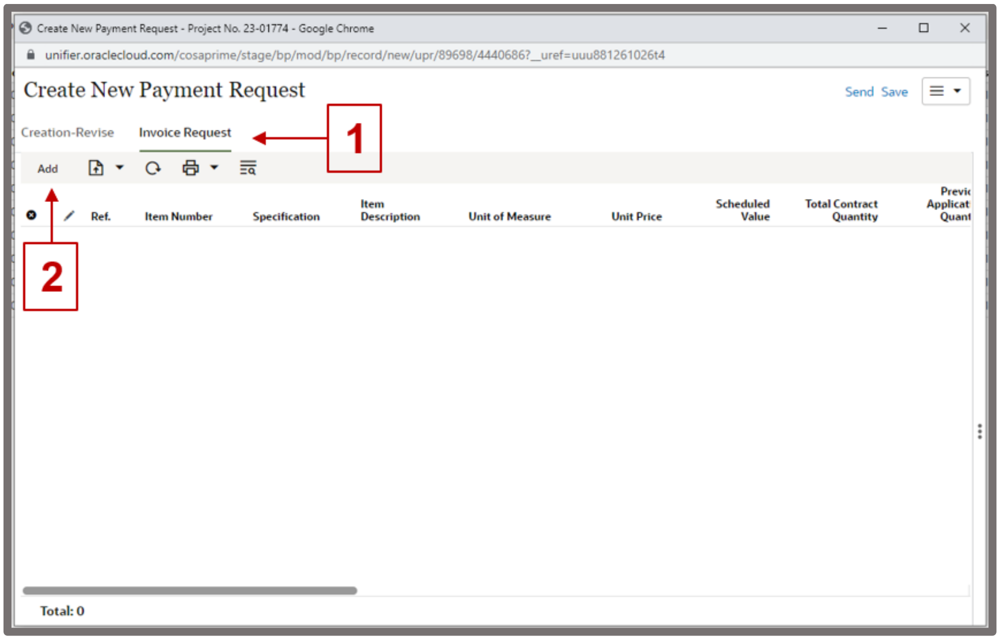
b. Period To – Enter the invoicing period. You may use the calendar to pick the date or enter MM/DD/YYYY in the field.
c. Check Stub Info – Enter text that you want displayed on your check stub or payment notification email. This can be an internal invoice number, application number, project or task order name, etc.
d. Final Estimate – When you're submitting your final invoice select Yes from the drop-down menu, otherwise select No.
e. Attachments – You may attach a document to the payment request by selecting the paperclip icon. You will then browse and select your desired document(s) to attach to the Payment Request. See [Figure 5](#).

Figure 5 – Attachments



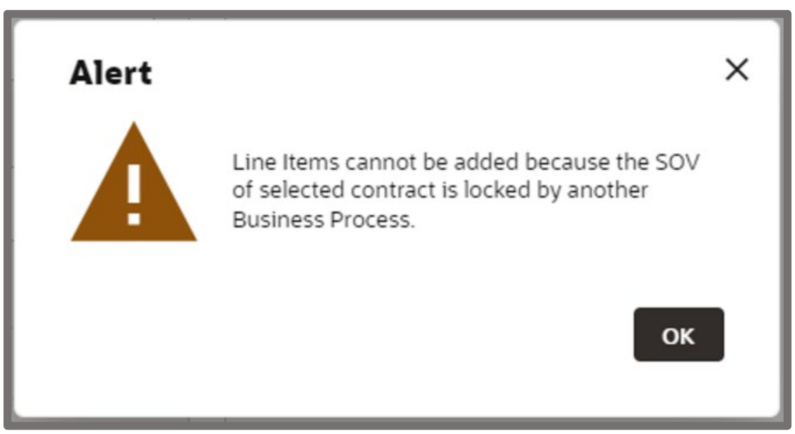
3. To invoice Schedule of Values (SOV), click on Invoice Request then select Add as seen in [Figure 6](#).

Figure 6 – Adding Line Items



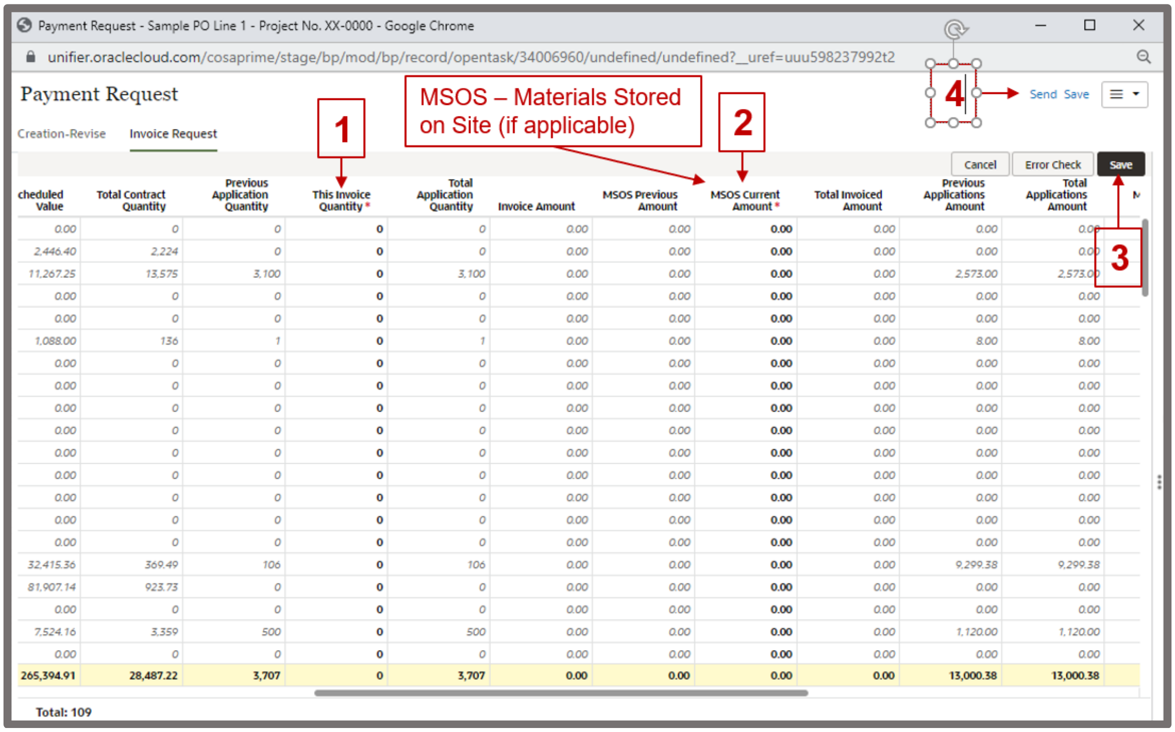
4. If you see a box with a message as seen in [Figure 7](#) then you **CANNOT** do a payment request until the previous request has completed.

Figure 7 – Alert



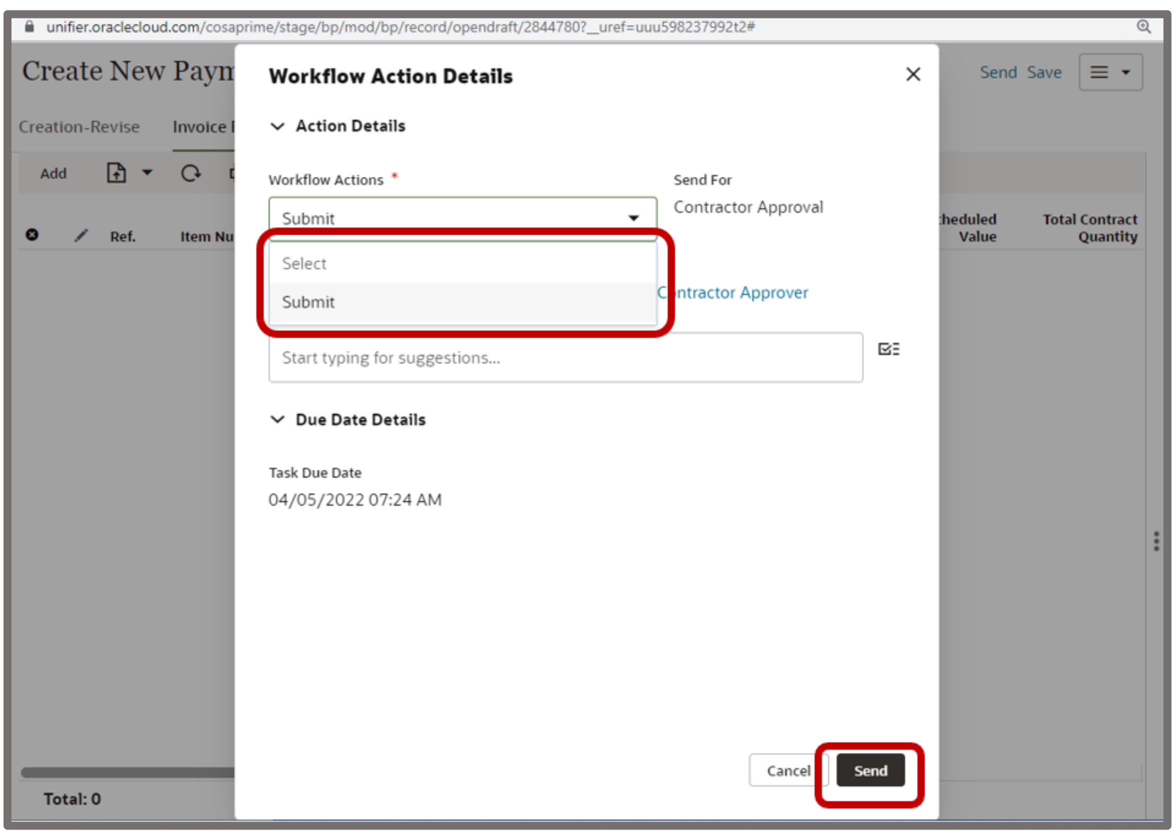
5. If you do not receive an Alert, a list of line items will populate where you will be able to enter your quantities. See [Figure 8](#).
6. Scroll on the bottom bar to the right until you see This Invoice Quantity and enter your quantities.
7. Scroll further right until you see the Materials Stored on Site (MSOS) amounts and enter the dollar amount of your MSOS.
8. Once items and amounts have been entered, save your progress and select Send to start the review/approval process.

Figure 8 – Line Items



9. To forward the Payment Request for approval, select Send. See [Figure 9](#).

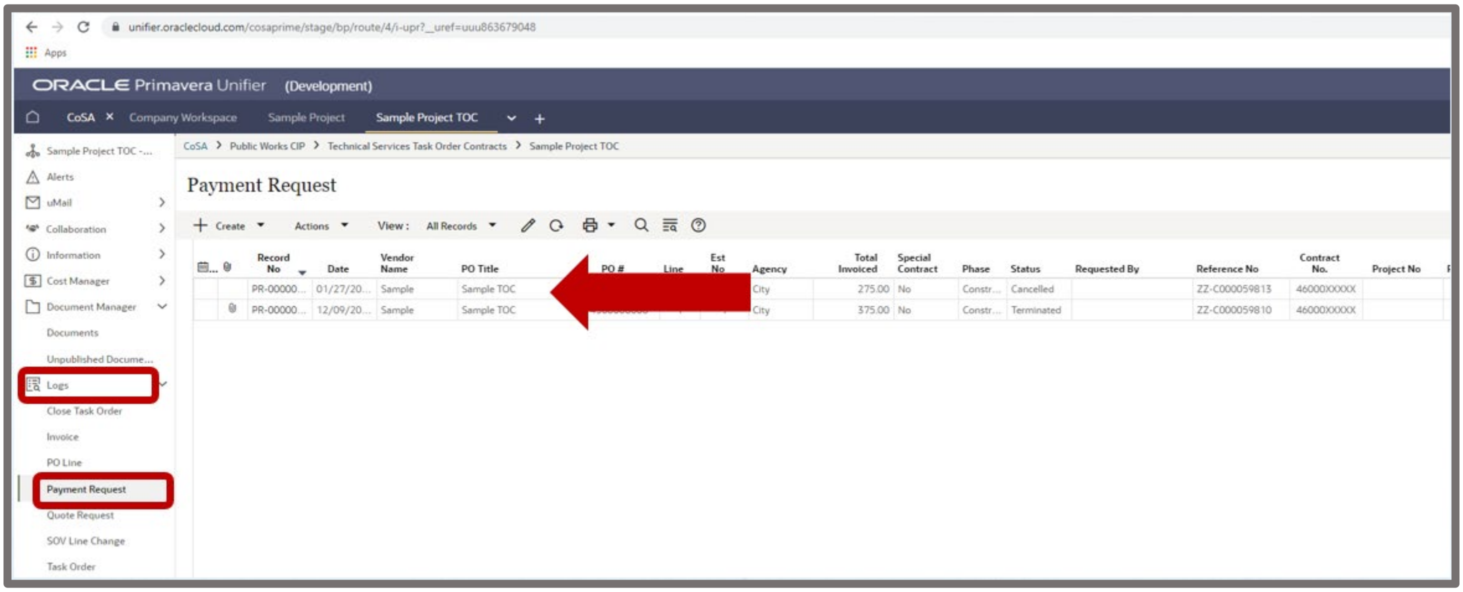
Figure 9 – Sending the Payment Request



Reviewing a Payment Request

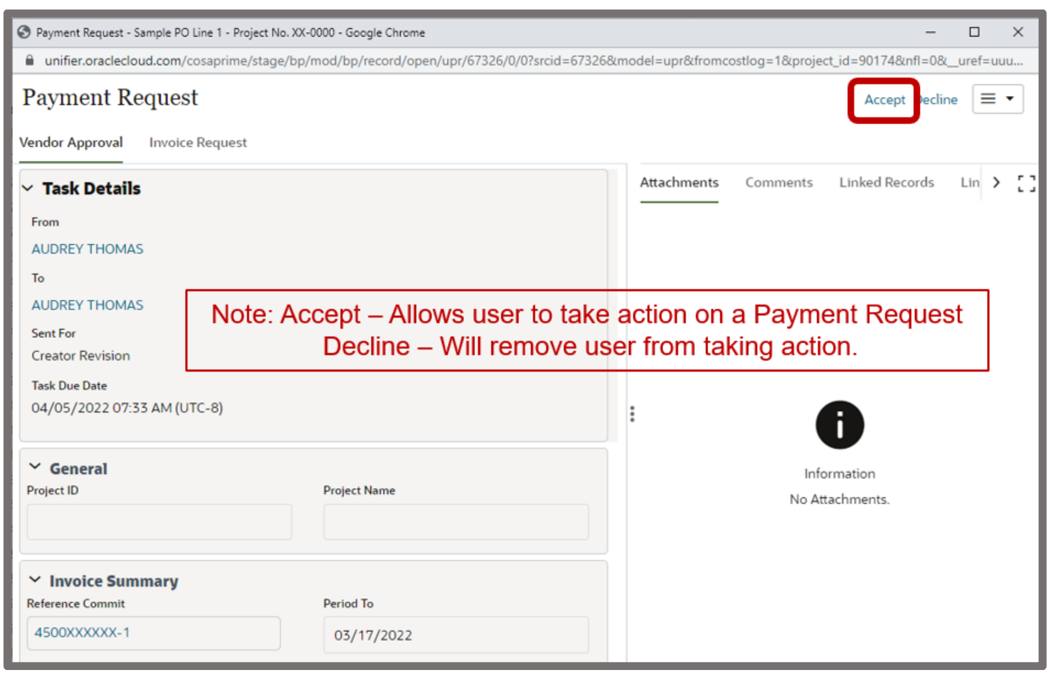
1. Locate and select the Payment Request that is pending review as seen in Figure 10.

Figure 10 – Selecting Payment Request for Review



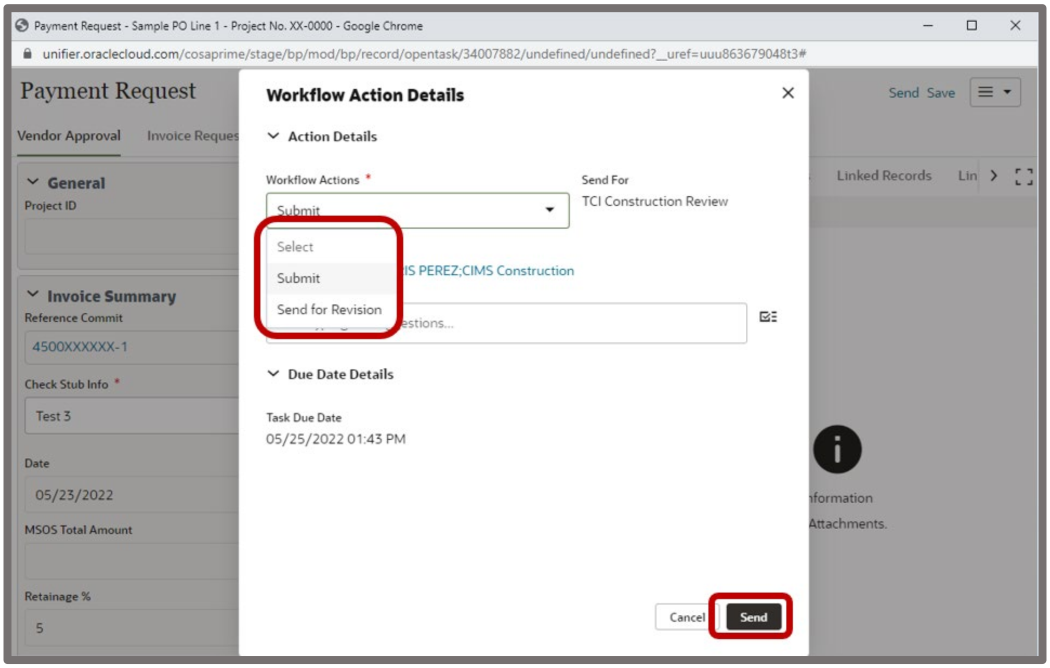
2. You have the option to either Accept or Decline a Payment Request. Accepting will allow you to take action on the BP. Declining will not reject the Payment Request but will remove you from taking action or responding. See Figure 11.

Figure 11 – Accepting / Declining



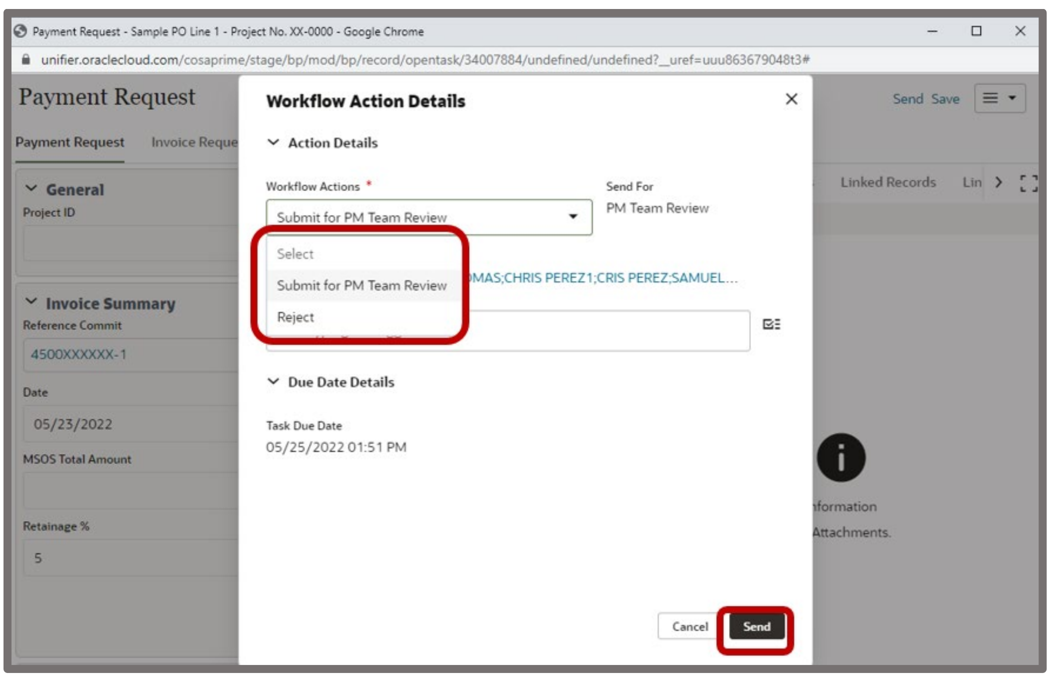
3. Vender Reviewers have the following options:
   a. Submit – Sends the PR to the next reviewer in the workflow
   b. Submit for Revision – Sends the PR back to the Creator for revision. See Figure 12.

Figure 12 – Reviewer Options – Venders



4. Construction Reviewers may Submit for PRs for the following:
   a. PM Team Review – Sends it to the Project Management Team for review.
   b. Reject – Sends the PR back to the Creator for revision. See Figure 13.

Figure 13 – Reviewer Options – Construction Reviewers

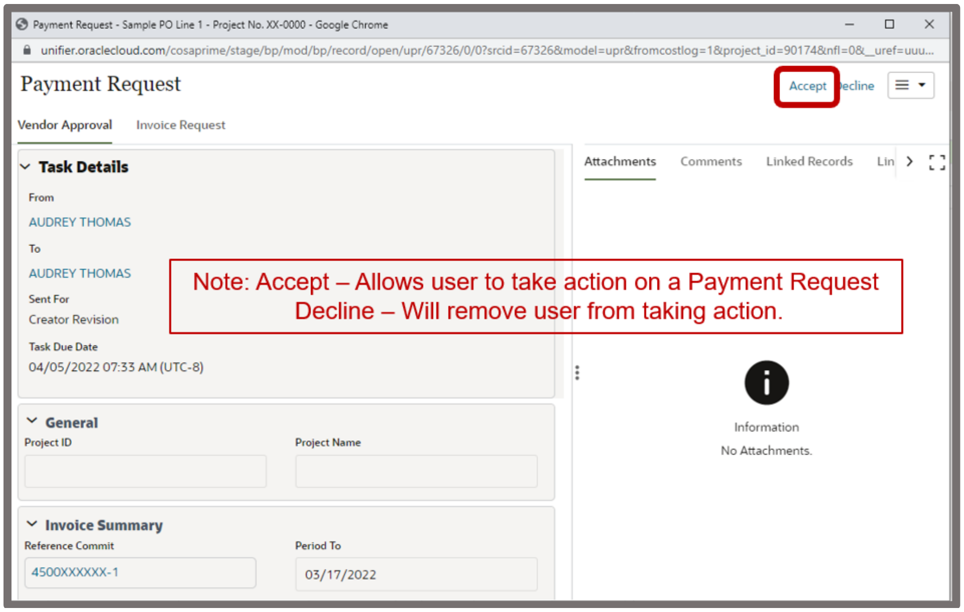


Revising a Payment Request

A payment request that is rejected will be sent to the creator as a task and can either be Revised or Cancelled. The creator's response will be dictated by the reason for prior rejection and whether there is one or more than one approver.

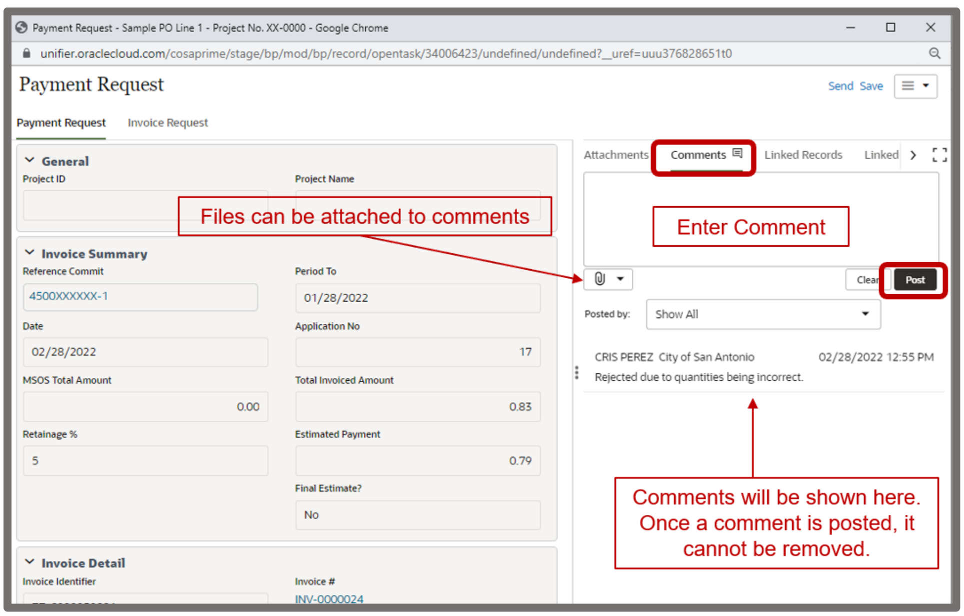
1. The Creator will either Accept or Decline the request. A user will not be able to revise or take an action on a payment if Decline is selected. See Figure 14.

Figure 14 – Accepting the Task



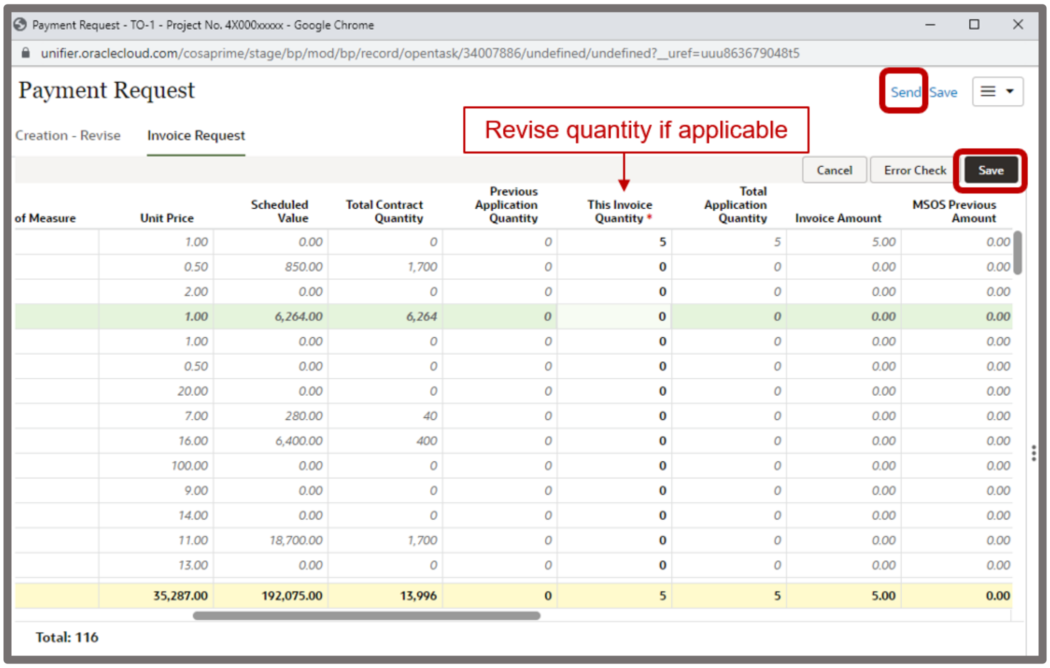
2. Typically, rejected payment requests will contain comments left by other users. These comments may be useful for understanding why a payment request was rejected and the item or items that may need revising. See Figure 15.

Figure 15 – Reviewing the Comments



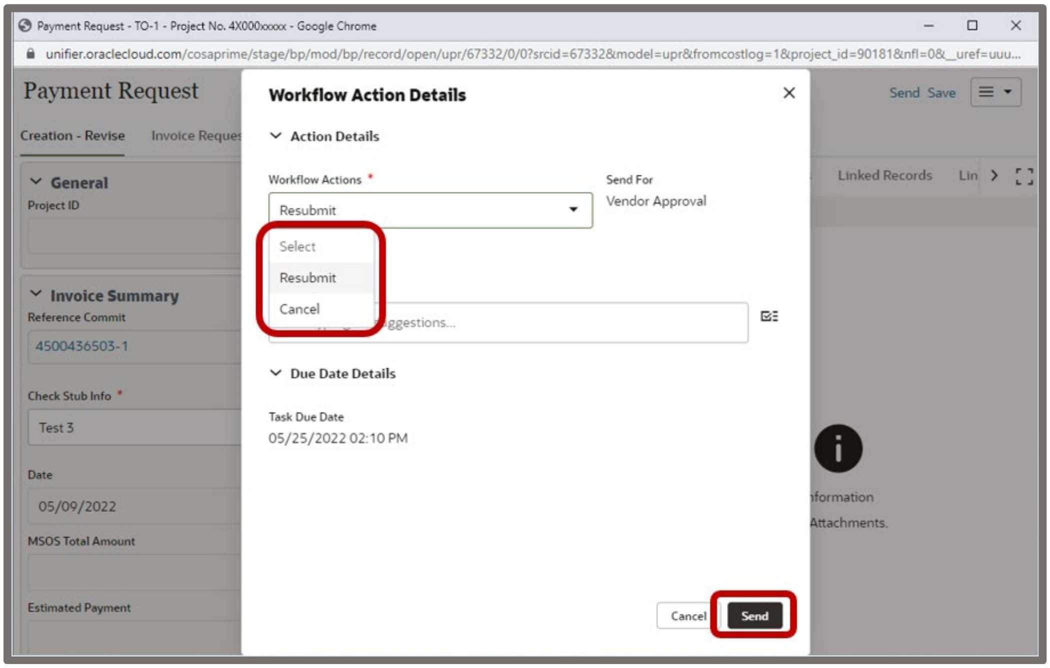
3. Select the Invoice Request tab to access the line item(s).
4. To change a line amount, click on that line and correct the This Invoice Quantity field. See Figure 16.
5. Once completed, select Save on the upper right corner to record and save the changes made to the line item(s). Confirm new Invoice Amount and resubmit as seen on Steps 8 & 9 of Creating a Payment Request.

Figure 16 – Changing a Line Amount



6. Select Submit to send the Payment Request back to the workflow. PR creation revisions are a two-step approval process that must go through Vendor approval and back to the workflow. See Figure 17.

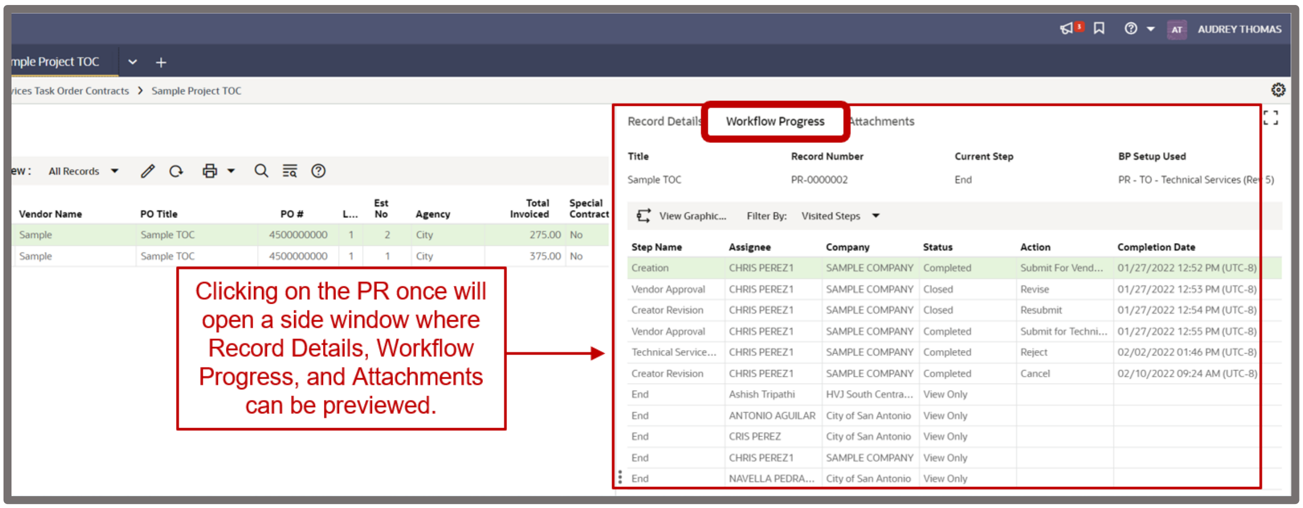
Figure 17 – Sending



Payment Request Status

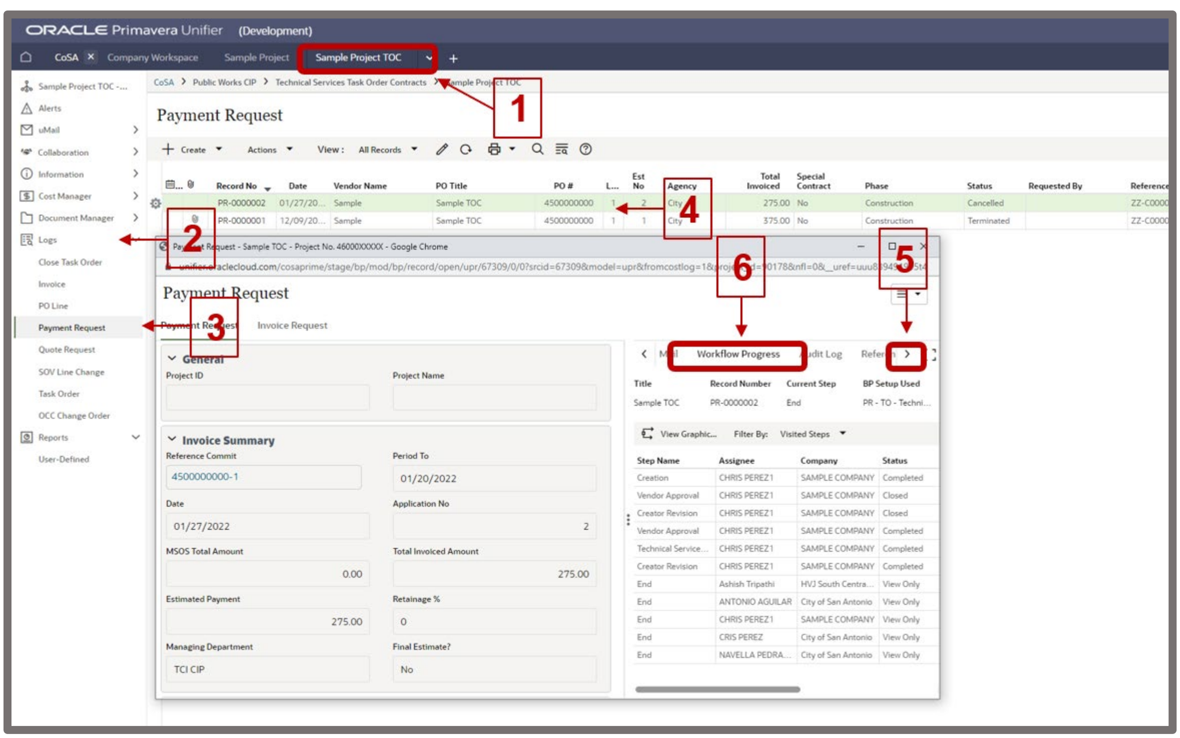
1. Select the On-Call Contract or Project that pertains to the Payment Request
2. Select Payment Request under the Logs tab
3. Click once on the Payment Request to open a side window.
   a. Record Details, Workflow Progress, and Attachments can be previewed from here.

Figure 18 – Sideview



4. Double-click to open the Payment Request.
5. On the right side of the Payment Request window is a section where Attachments, Comments, Linked Records, Linked Mail, Workflow Progress, Audit Log, and Reference Records can be viewed.
6. Click on the Arrow until Workflow Progress is in view. See Figure 19.

Figure 19 – Payment Request Status



7. Use the scroll bar at the bottom scroll between all the details of the Workflow Progress. See [Figure 20](#).
8. Selecting View Graphic will open a separate window with a graphic representation of the workflow. See [Figures 20](#) and [21](#).

Figure 20 – Payment Request Status Continued

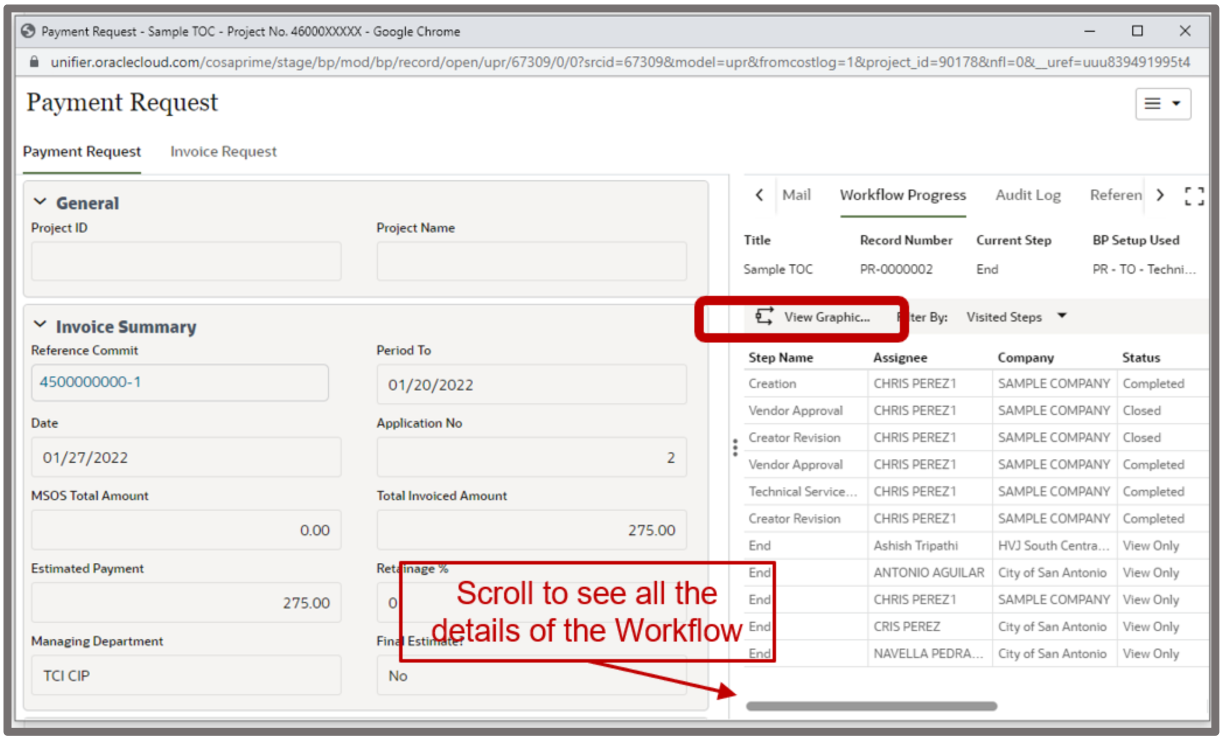
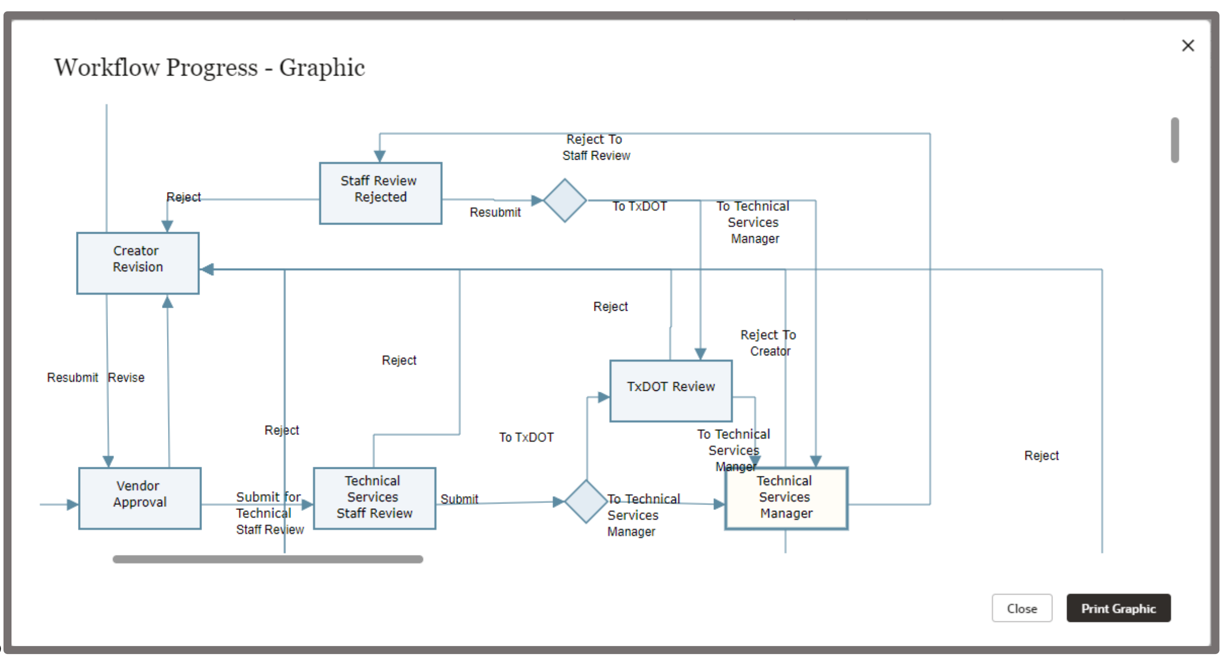
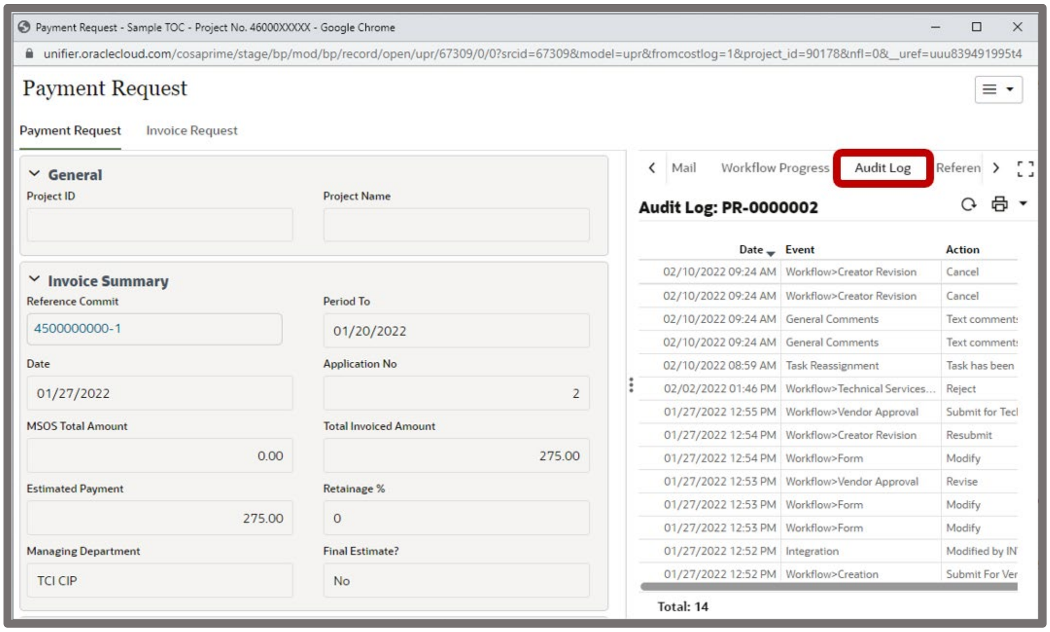


Figure 21 – Workflow Progress – Graphic



9. Select Audit Log to see who has approved or declined the item. See Figure 22.

Figure 22 – Audit Log



Schedule of Values – As of Last Completed Pay Request

The User defined report named "Schedule of Values – As of Last Completed Pay Request" can be used to view all the schedule of value line items for a proejct as of the last Payment Request. The report allows the user to select a specific contract type (construction, engineering, architecture, etc.) and the agency (City, SAWS Water, SAWS Sewer, etc.) to be included in the report. **If a payment request has not completed the workflow, amounts for that payment request will not be in the schedule of values.** You must go the Payment Request to see those values.

Limitations of the report:

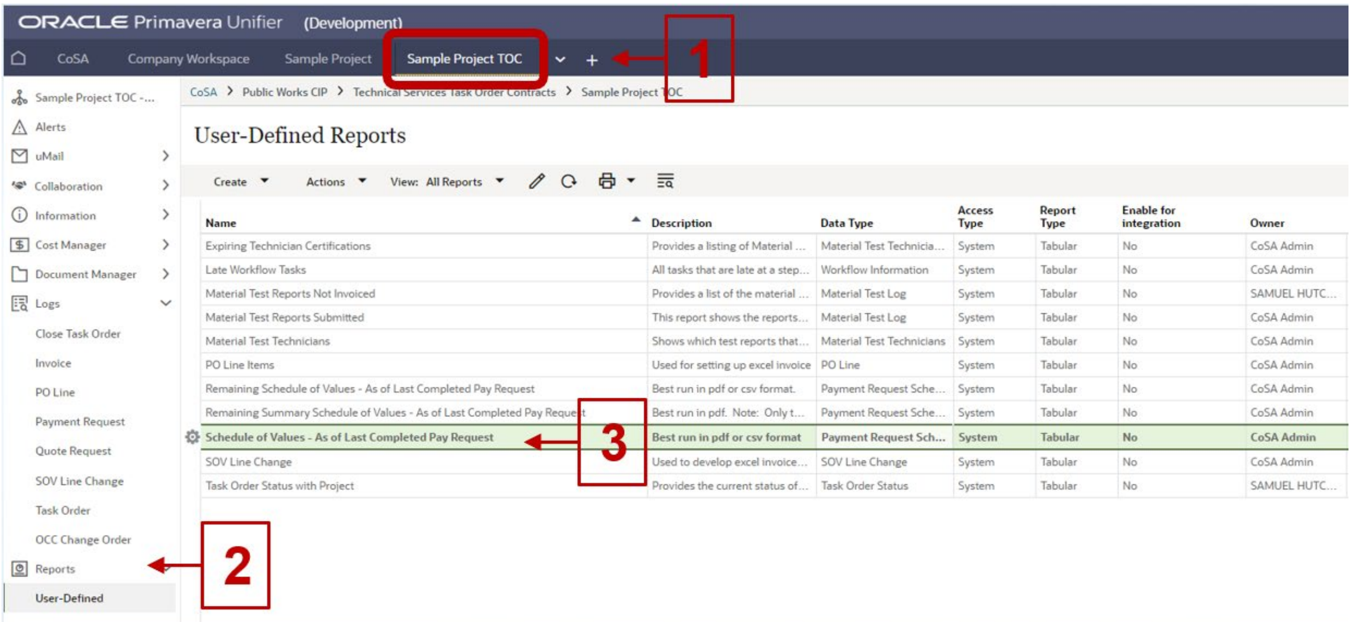
1. Following fields are not available: Specification Number (100.1, 100.2, etc.) and Unit of Measure (SF, SY, etc.)
2. The Unit Prices and Contract Quantities will reflect 0 until the item is partially or completed billed by the Vendor. The schedule of values (dollar amount) is shown.
3. The report only shows information in the current project. **It will not show information in other projects when the contract is used on multiple projects.**

To access the project:

1. Open the Contract/Project
2. Select the Reports tab on the left side of the screen
3. Select User-Defined
4. Select the Schedule of Values – As of Last Completed Pay Request report
5. A separate window will pop-up where filters can be set to run a report. The output runs best in pdf o csv (for excel) formats. It is recommended to select the PDF report format.

a. Adding parameters such as searching by a specific agency or PO Line allows users to filter through the results and view those that are more specific to users' needs.
b. Parameters are not required to run the report.

Figure 23 – Schedule of Values – As of Last Completed Pay Request Report



Payment Request WebEx Video Guide

To access a Webex recording on Payment Requests, select the link below and enter the password PRIMELink1234 when prompted:

- Payment Request – How to Create a Payment Request: https://sanantonio.webex.com/ec3300/eventcenter/recording/recordAction.do?theAction=poprecord&siteurl=sanantonio&entappname=url3300&internalRecordTicket=4832534b0000000509baf75390d6cf73f74ad2b5112496a958225e2ef32450dd2244bb38d21ea8fb&renewticket=0&isurlact=true&format=short&rnd=6760987523&RCID=c6d0c49f0b0c4cb392de53186befeea2&rID=329509922&needFilter=false&recordID=329509922&apiname=lsr.php&AT=pb&actappname=ec3300&&SP=EC&entactname=%2FnbrRecordingURL.do&actname=%2Feventcenter%2Fframe%2Fg.do

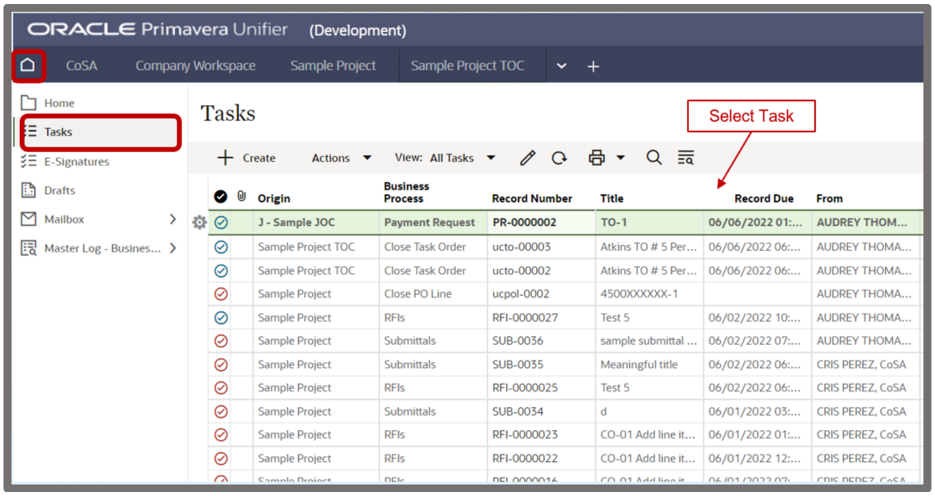
APPROVING/REJECTING TASKS

Approving a Task

Tasks will appear in your Home Tab if you are a user assigned to the current workflow step that the business process is in.

1. On the Home tab – Select Tasks
2. Double-click on a task on your list and review the item

Figure 1 – Task Location



3. In the upper right corner, select "Accept or Decline"
    a. Accepting a task **DOES NOT** mean the business process is approved. Accepting the task means the user is going to take action on the particular task.
    b. Declining the task **DOES NOT** reject the business process but means you will remove yourself from taking action.
        i. (If you Decline a task – you will receive a dialog box stating: Your name will be removed from this step for this record. Are you sure you want to Decline Task?
        ii. Click Yes or No)

Figure 2 – Accepting/Declining a Task

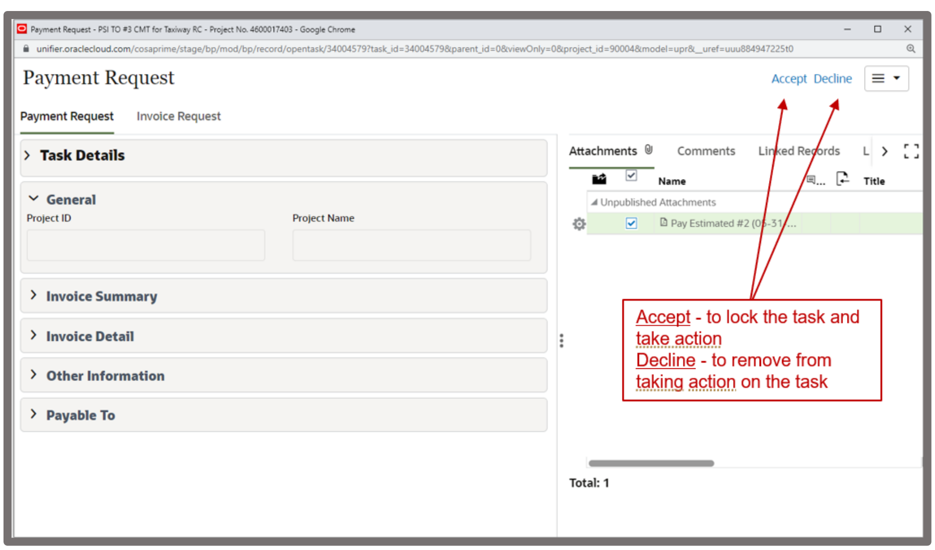
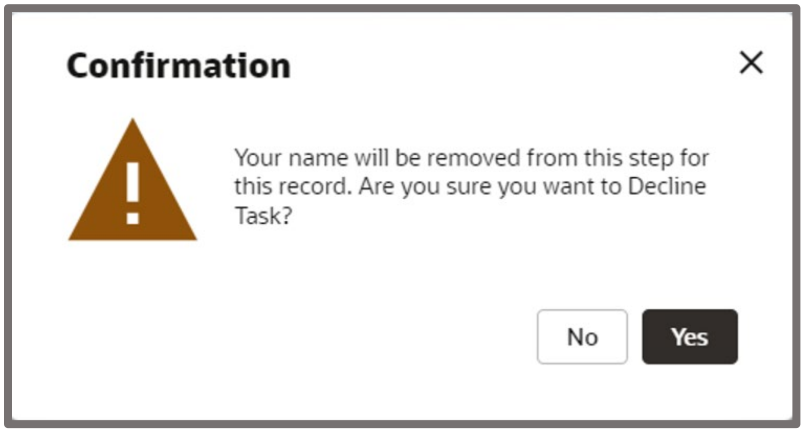
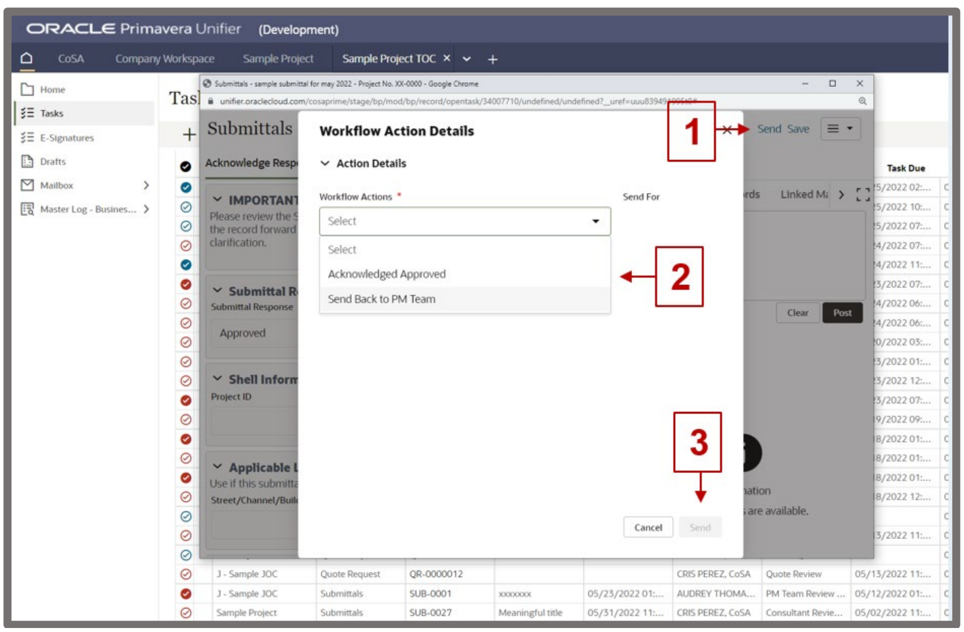


Figure 3 – Declining a Task Alert



4. After reviewing the task, select Send on the upper right corner
5. You will have several options depending on the type of task you are reviewing. Select the option that will send the task to the next reviewer in the workflow or approved (if available) then select Send.

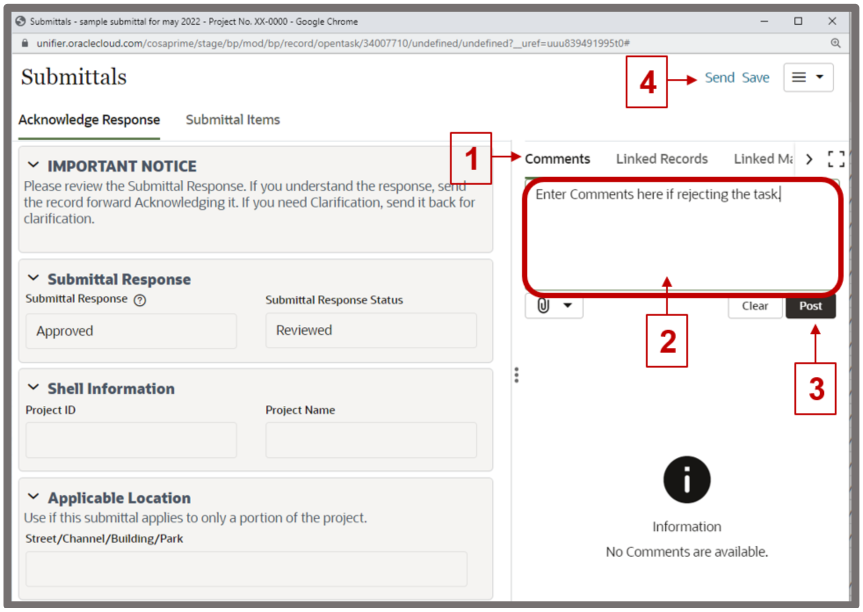
Figure 4 – Approving a Task



Rejecting a Task

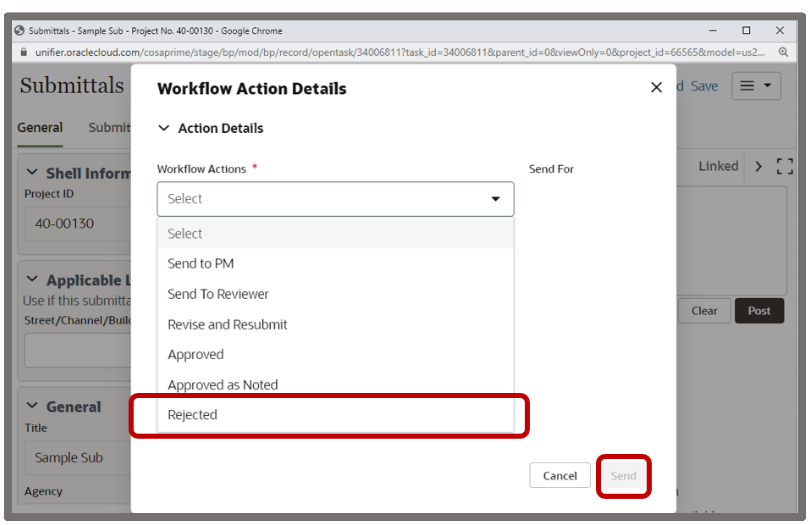
1. Accept the task to take action.
2. Review the task.
3. Select Comments and enter the reason you are rejecting the task
4. Attach any files if needed

Figure 5 – Adding Comments Before Rejecting



5. Depending on the business process, several options may display which may include:
   a. Revise and Resubmit – sends back to the Creator for revision
   b. Reject – Rejects the task
   c. To Submitter Clarification – option available in the RFI BP
   d. To Other Reviewer – defers review to another reviewer before approving or rejecting a task
6. Select the best option that fits the action you would like to take then select Send.

Figure 6 – Rejecting a Task



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START A PROPOSAL REQUEST – NEGOTIATIONS (PRN) or FIELD WORK DIRECTIVE (PWD)

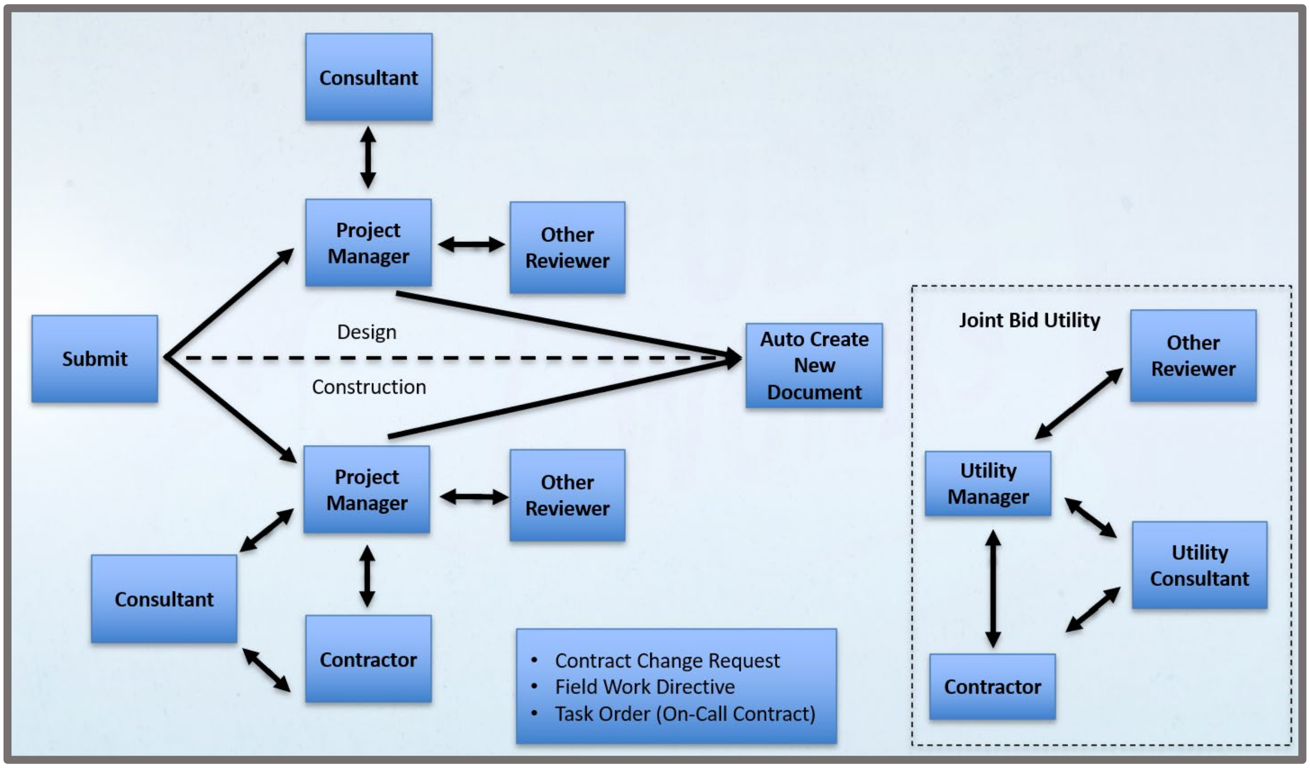
General

The Proposal Request and Negotiations (PRN) Business Process is used by the City to request proposals from vendors and for vendors to submit their proposals to the City. **(Change Orders and some Task Order will start at this level)**

Workflow

The workflow is shown in Figure 1.

Figure 1 – PRN Workflow



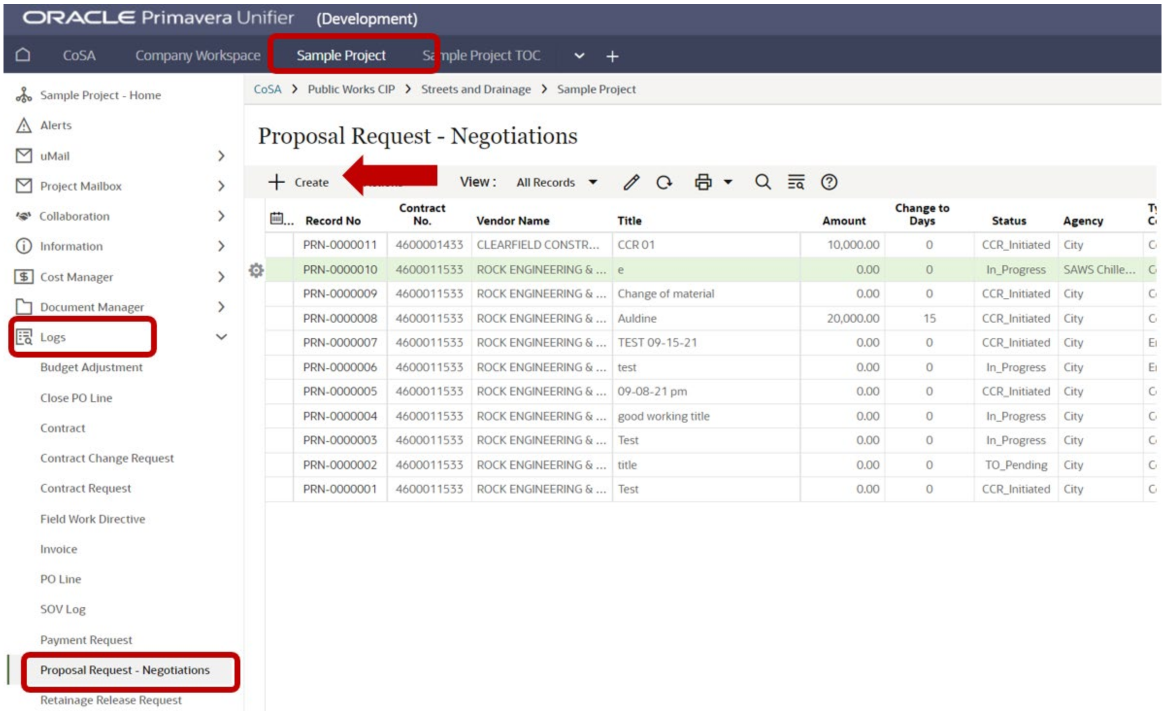
PRN Business Process Location

The Payment Request business process is located under the project in the Logs folder. See Figure 2.

Creating a PRN

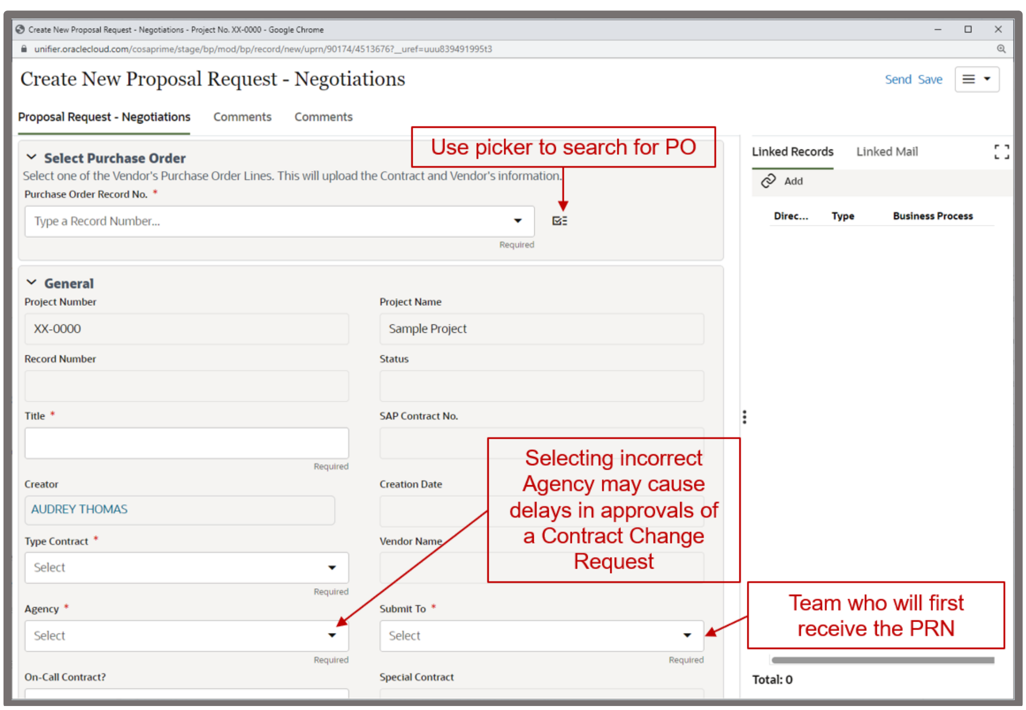
1. To create the PRN, go to Proposal Request – Negotiations located in the Logs folder under the project and click on Create. See Figure 2.

Figure 2 – PRN Location



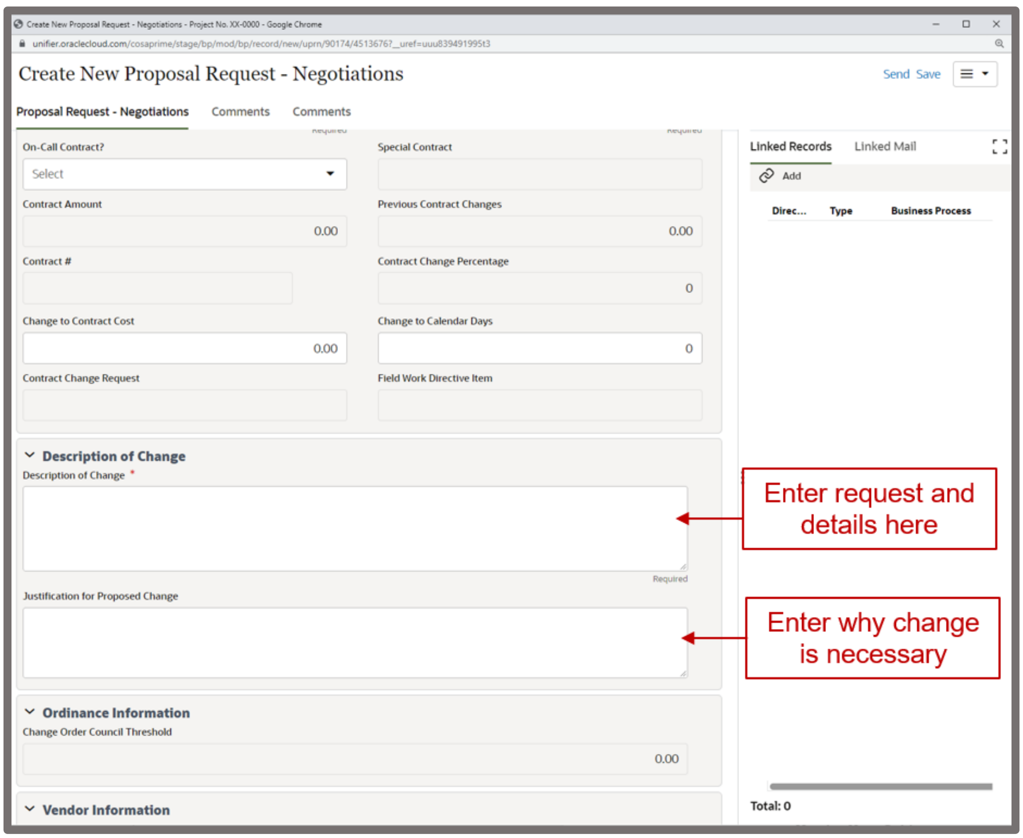
2. The Header Form is displayed in Figure 3. All fields marked with "*" are required. Select fields are highlighted below.

Figure 3 – PRN Header Form



a. Purchase Order Record No. – Using the picker button, select the purchase order. This will upload the Vendor and contract information.
b. Title – Input a meaningful title.
c. Type of Contract – select from the list that is most appropriate to the PRN
d. On-Call Contract – select Yes or No
e. Agency – Select the proper agency – City, SAWS Water or Sewer, etc. ***Selecting utility is critical in the PRN process. Not selecting the utility can delay the approval of the Contract Change Request.***
f. Submit To – Select who to send the PRN first. The system will send it to the appropriate person based on the Agency and Submit To fields
g. Change to Contract – Not required for initial submittal however if the Vendor is submitting a proposal it should be filled out. It is a required field for the Vendor for all future steps.
h. Change to Calendar Days – Used for construction. Not required for initial submittal however if the Contractor is submitting a proposal it should be filled out. It is a required field for the Contractor for all future steps. Zero days are a valid entry.

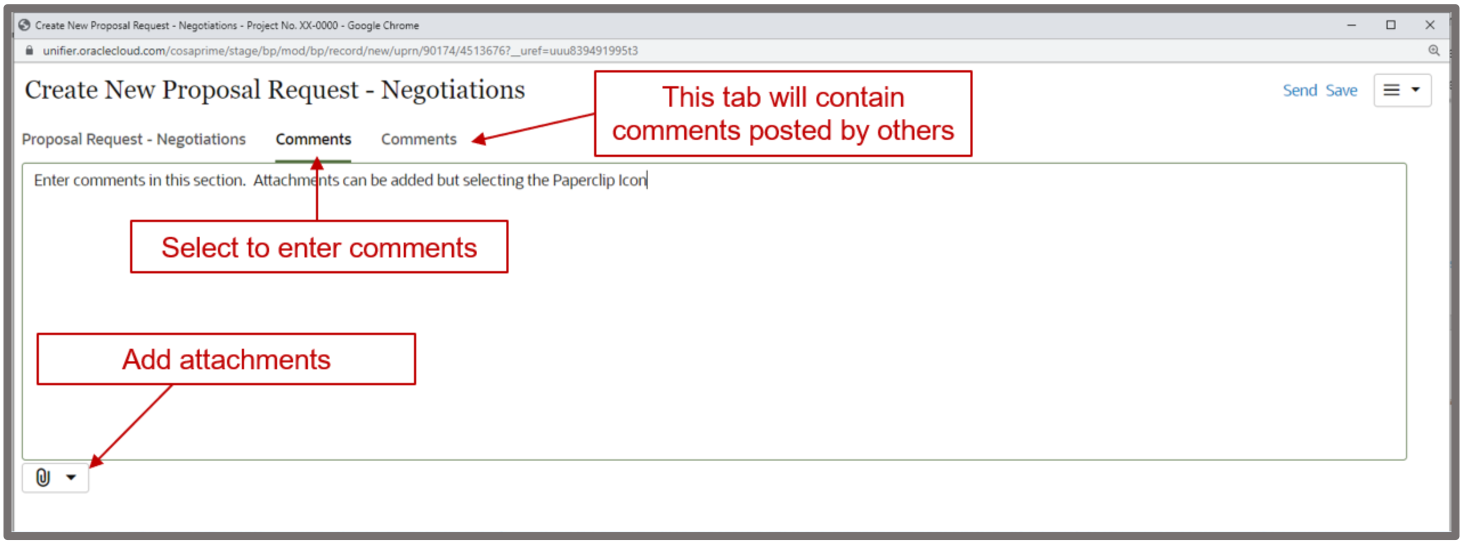
Figure 4 – PRN Header Form Continued



i. Description of Change – Explain what is being requested.
j. Justification for Proposed Change – Explain why the requested action is required. This is not required but may be useful when the Contract Change Request is created.

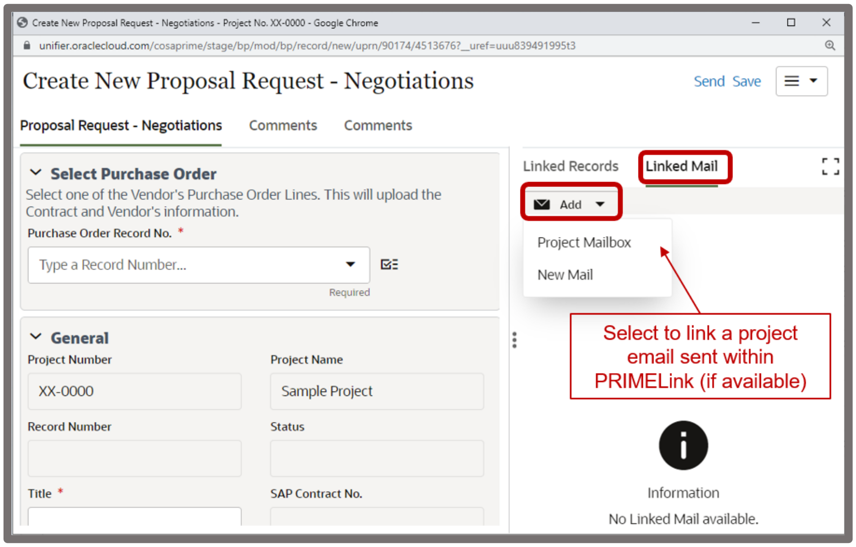
3. To add a comment to the PRN, select the Comments tab in the center of the PRN Request as seen in Figure 5.
   a. Attachments can be added to a comment by selecting the Paperclip icon.
   b. Comments posted by others can be viewed in the Comments tab on the right side of the PRN Request.

Figure 5 – Comments



4. Click on Linked Emails to add Emails within the project.

Figure 6 – Linked Emails



5. To add a Linked Record that is Available within PRIMELink, select Linked Records then click Add. See Figures 7a and 7b.
   a. Select the Record(s)
   b. Using the arrows, push the appropriate record(s) to select the record(s) to attach to the PRN
   c. Select done.

Figure 7a – Linked Records

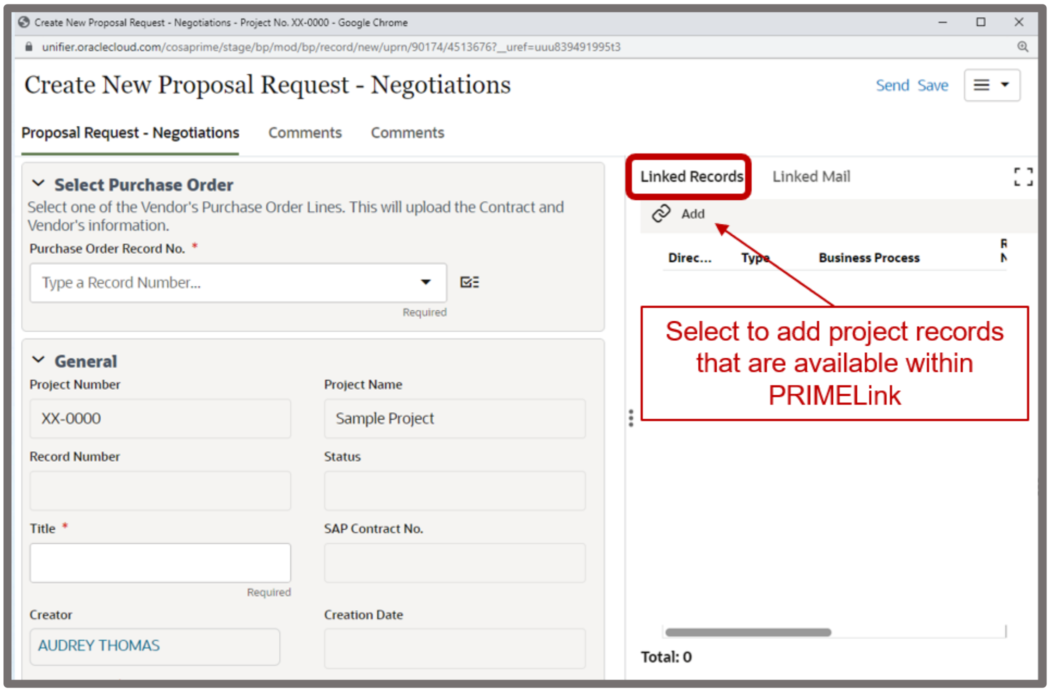
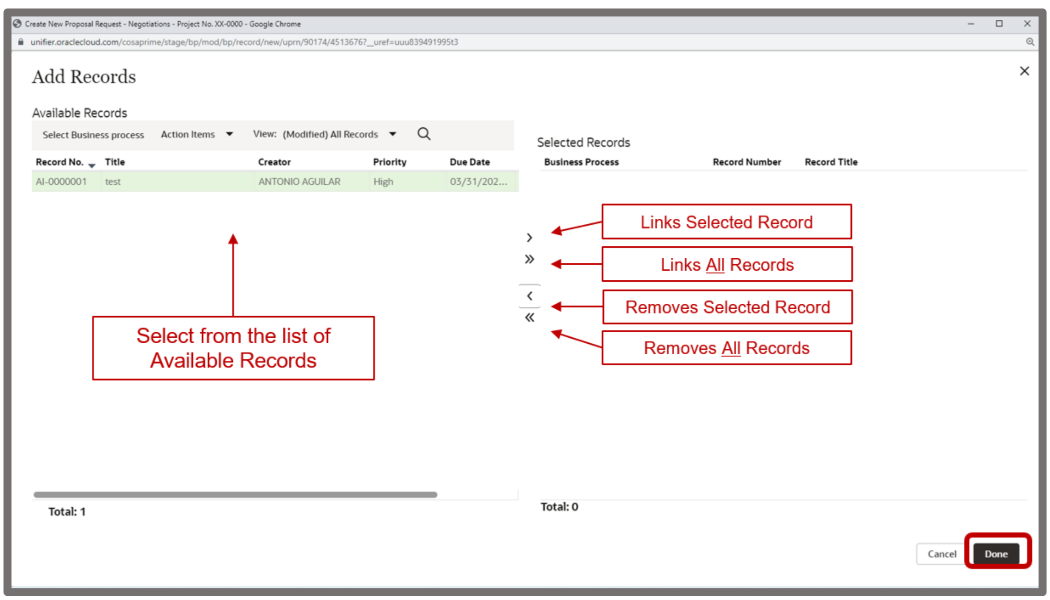
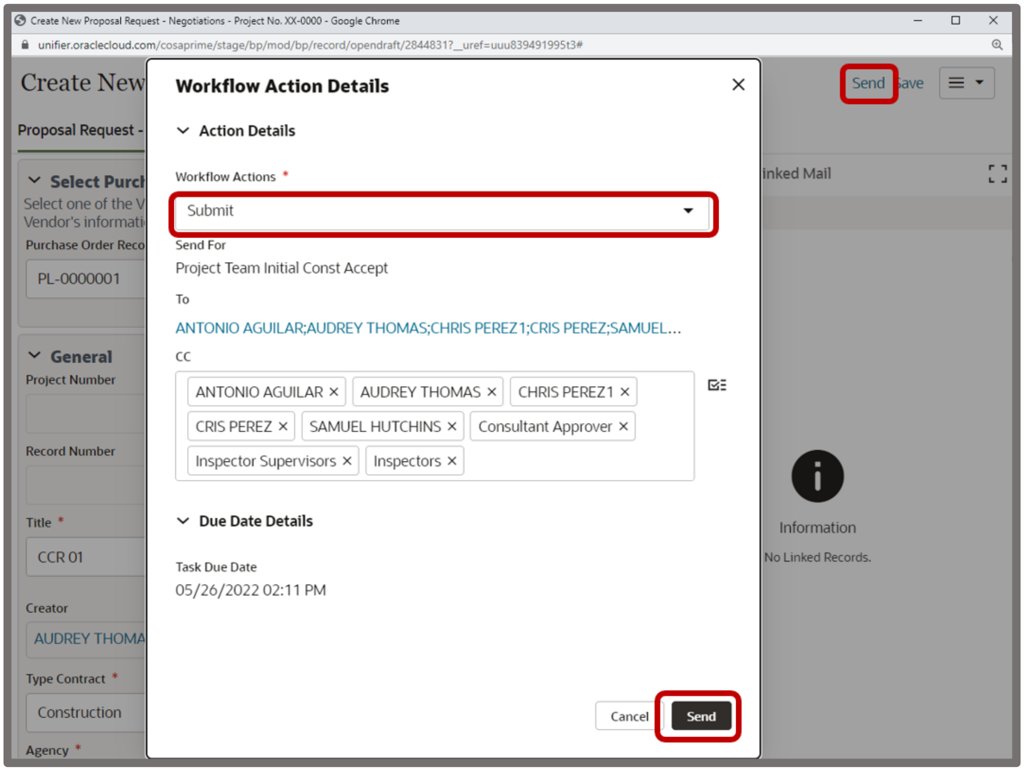


Figure 7b – Linked Records



6. Once PRN has been completed, select Send
7. Select Submit in the Workflow Actions then select the black Send button
   a. Additional Users may be copy furnished. These users will be able to view the PRN in the next workflow step. See Figure 8.

Figure 8 – Submitting the PRN



Other Special Functions

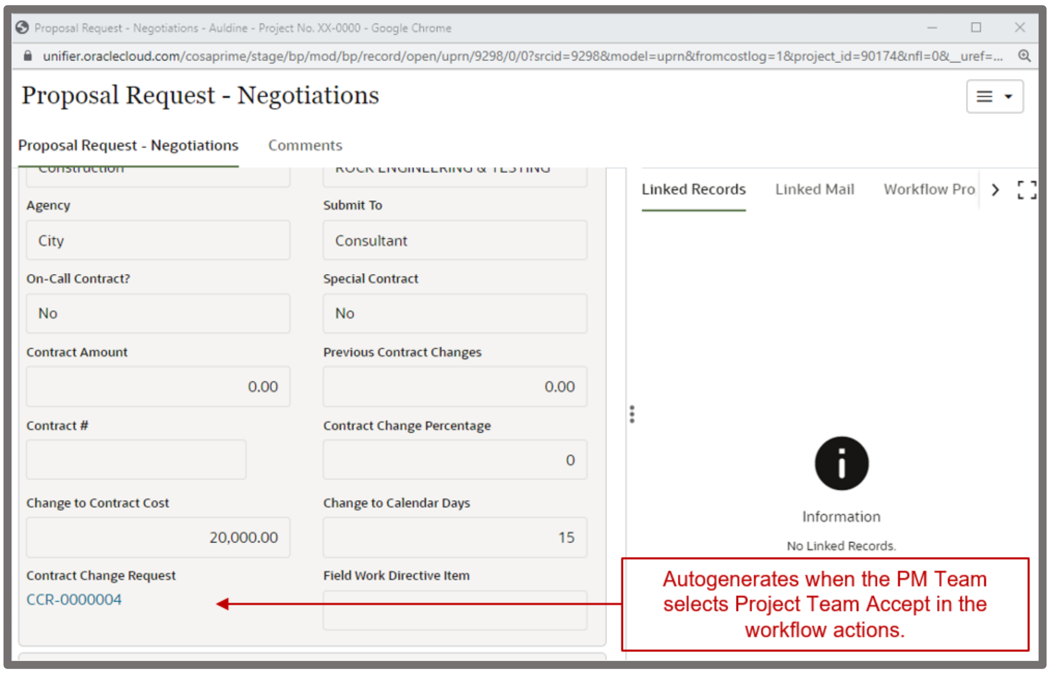
1. **Changing Cost and Days**. On all workflow steps after creation only the Vendor can change the cost and day fields.
2. **Cancel PRN**. Only the Project Team can cancel a PRN.
3. **Other Reviewers Step**. Allows the Project Team to send the PRN to anyone on the project for review. The Other Reviewer can only send the PRN back to the person that sent it to them.
4. **Attachments**. All attachments and many of the fields will be copied over to the Contract Change Request and Field Work Directive when they are auto-created. The Project Team has the option to remove attachments from the Contract Change Request or Field Work Directive when they finalize them.
5. **Viewing Previous Comments**. You will not be able to see previous comments once you accept the task. Select the hyper link in the Action Details to see the previous comments.

Contract Change Requests (CCR) and Field Work Directives (FWD)

(Field Work Directive (FWD) in accordance with the construction contract allows the City, when unable to reach an agreement with the Contractor, to unilaterally direct the Contractor to do the work for a Not-to-Exceed amount. The Contractor must track time and materials to justify invoicing for this work.) The Contract Change Request or Field Work Directive (FWD) can only be started by the PM Team during the PRN approval process.

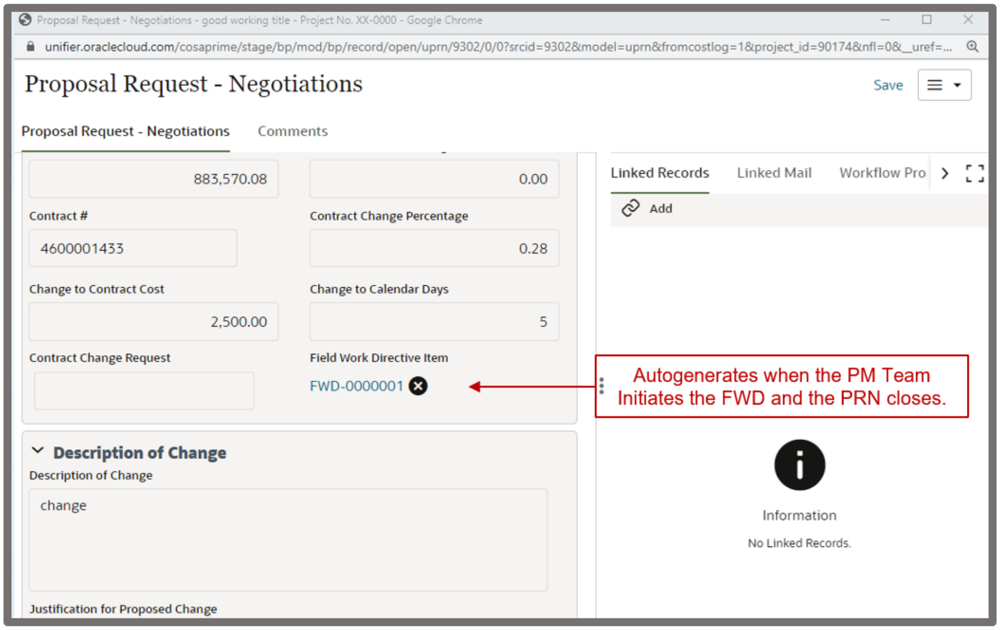
1. It is important to choose the correct Agency at the PRN. Not choosing the correct Agency may omit an Approver from reviewing which may cause future delays during the CCR or FWD process.
2. Project Team Accept – The Contract Change Order process will start.
3. Cancel PRN – Only the Project Team can cancel a PRN.
4. The Contract Change Request will autogenerate when the Project Team selects Project Team Accept in the Workflow Action steps during the PRN review process. Figure 9 shows the CCR Record that was autogenerated.

Figure 9 – CCR Autogenerated



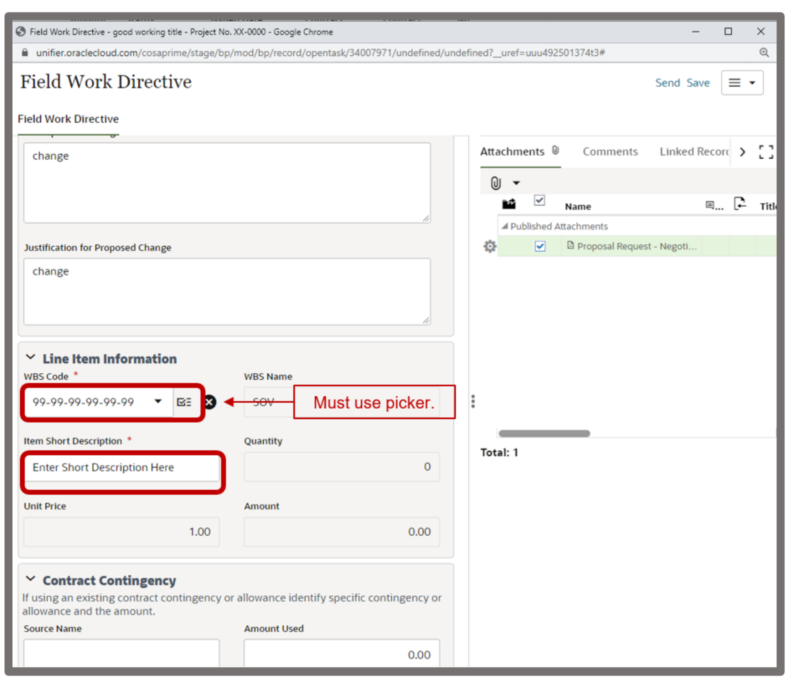
5. Initiate Field Work Directive – The Project Team will select Initiate Field Work Directive in the Workflow Action steps during the PRN review process. This will close the PRN process and autogenerate a Field Work Directive. can only be started by the Project Team when the PRN. Figure 10 shows the FWD record that was autogenerated after the PM Team selected Initiate Field Work Directive.
6. When CCRs and FWDs are generated, the PRN is automatically closed.

Figure 10 – FWD Autogenerated



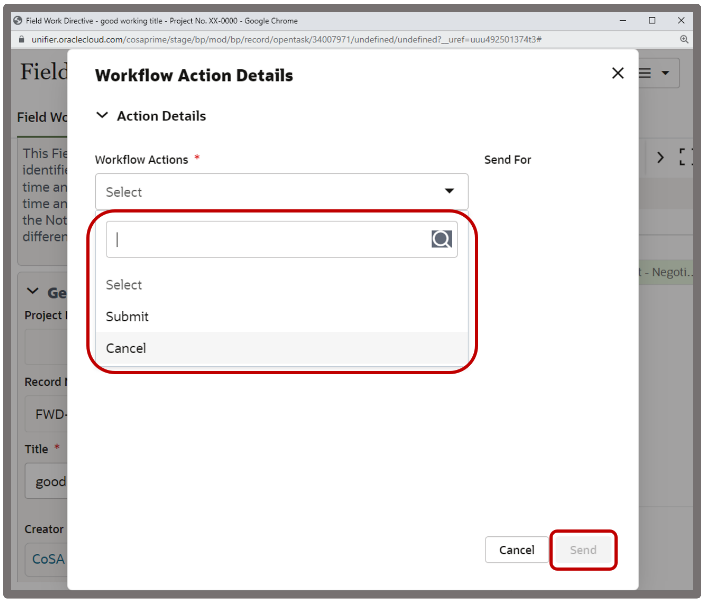
7. If the FWD is issued – a Unifier Task email will be sent to the contractor for the contractor to acknowledge that is has received the FWD. The "**Contractor Acknowledgement"** step **does not** constitute agreement with the FWD nor does failure to process the document in PRIMELink relieve the Contractor from the responsibility to comply with the FWD. The Contractor's failure to process the document in PRIMELink will prevent the FWD from being added to the Payment Request and the Contractor will not be able to submit any invoices for this work.
8. The Contractor will be required to enter the WBS Code and Item Short Description. Use the picker button to select the WBS Code. See Figure 11.

Figure 11 – FWD Header Form



9. The contractor will have the option to either Submit or Cancel the FWD. See [Figure 12](#).

Figure 12 – FWD Workflow Actions - Contractor



10. If the Contractor approves the FWD, a Unifier Task email will be sent to the PRIMELink Helpdesk to add the FWD to the payment request.

REQUEST FOR INFORMATION (RFI)

General

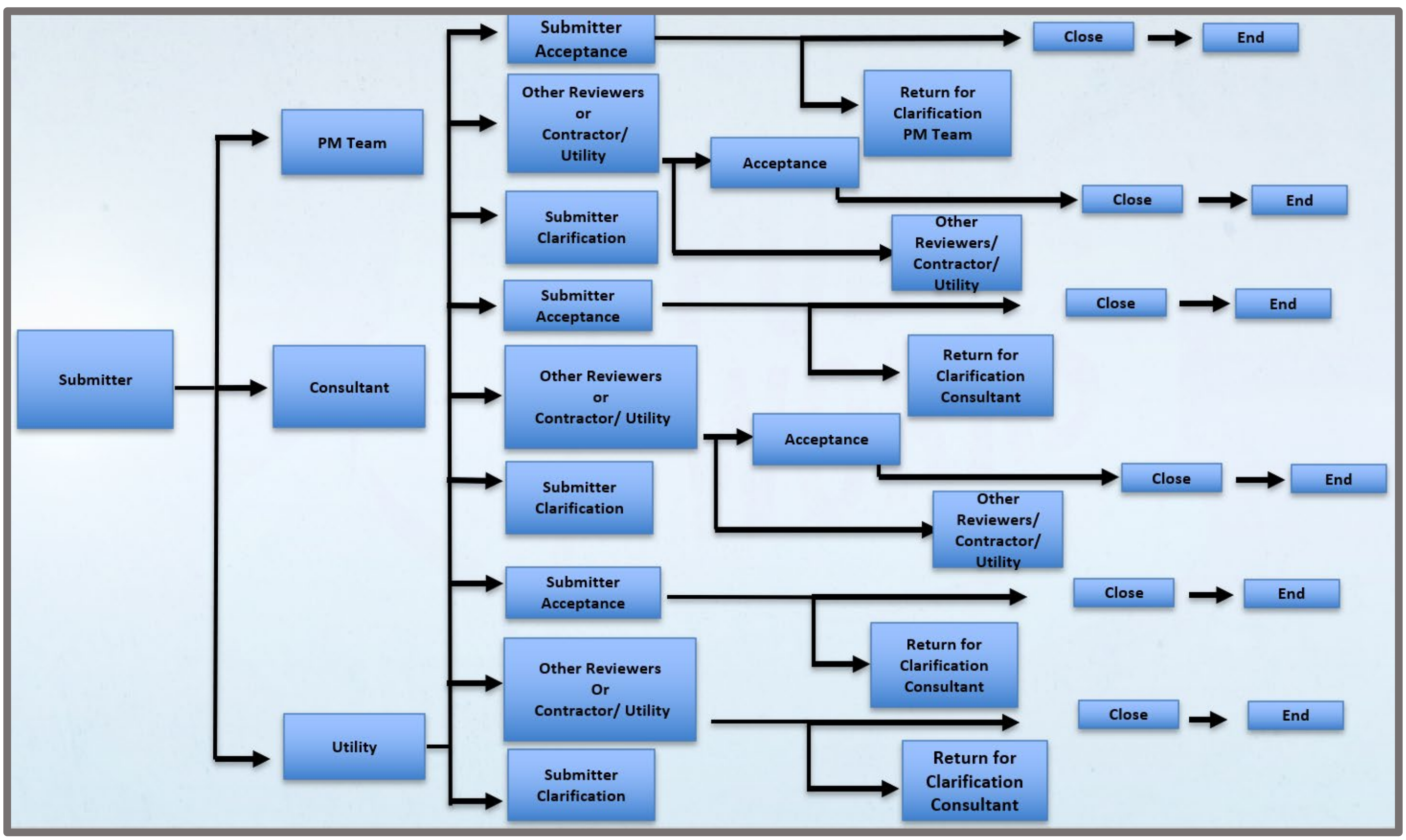
The Request for Information (RFI) business process allows the user to formally submit a question and obtain a response. COSA Project Managers may provide additional guidance for processing RFIs on their projects.

Workflow

The workflow is shown in Figure 1. Highlights of the workflow are:

1. The Consultant or PM Team may Accept or request Submitter Clarification.
2. The Project Team and Consultant are automatically copied furnished on the initial RFI and closing of an RFI.
3. Contractor, Consultant, Project Team, Inspector or Joint Bid Utility can initiate an RFI.
4. The Creator selects who will initially receive the RFI (Consultant, Project Team, Contractor, and Joint Bid Utility).
5. An RFI can only be cancelled by the creator at the Submitter Clarification step.
6. Only the PM Team can change the Contract Change Required field. Selecting this option will not automatically initiate a Contract Change Request.

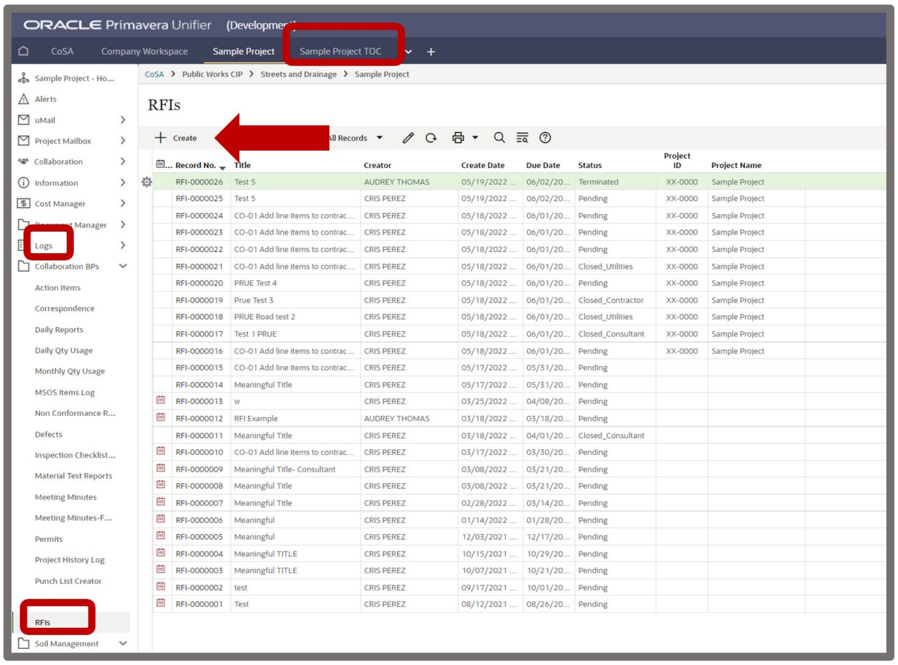
Figure 1 - RFI Workflow



RFI Business Process Location

The RFI business process is located under the project in the Collaboration BPs folder. See Figure 2.

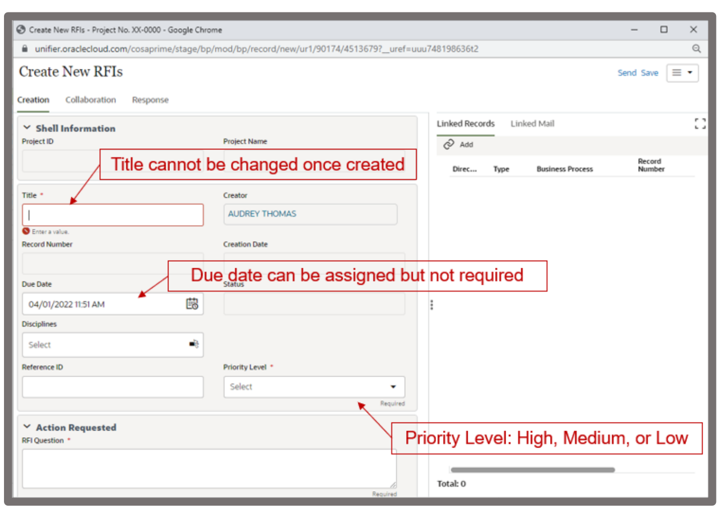
Figure 2 – RFI Business Process Location



Creating an RFI

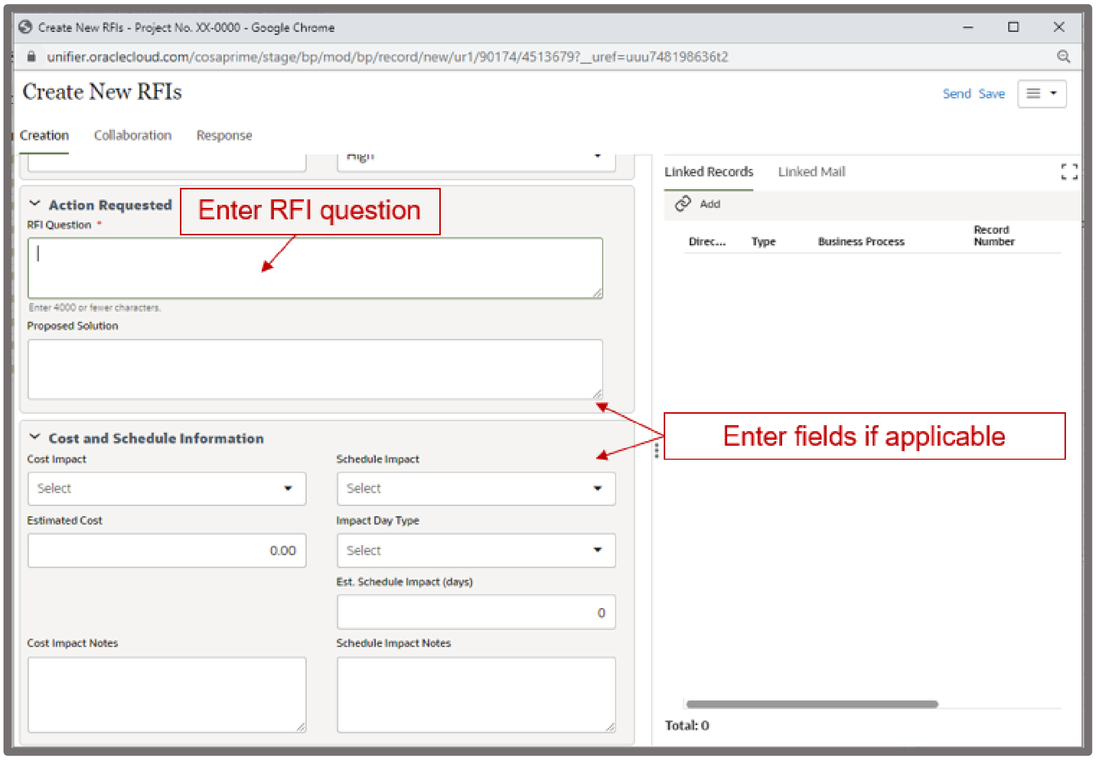
1. To create the RFI, go to RFIs located in the Collaboration BPs folder under the project and click on Create. See Figure 2
2. The Header Form is displayed in Figure 3. Select fields are highlighted below.
3. The title should describe the RFI question. The title is displayed in the email and used in filing the RFI in document manager. The title CANNOT be changed after creation.
4. Assign a priority level to the RFI: High, Medium, and Low.

Figure 3 – RFI Header Form



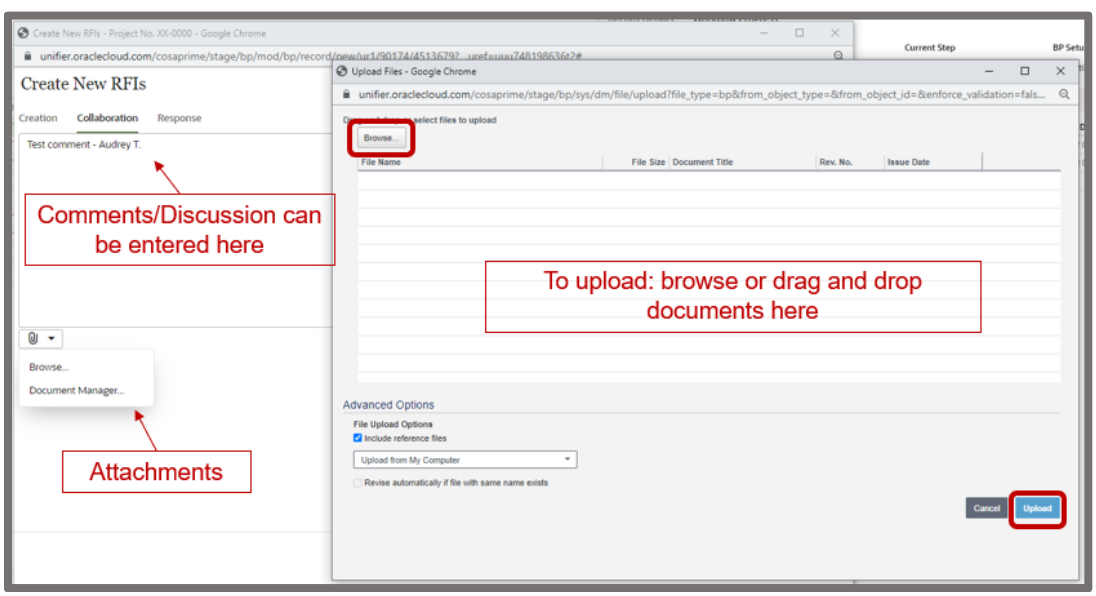
5. Enter RFI Question. If applicable, a creator may enter a proposed solution. See Figure 4.
6. All the editable fields on the form at creation can only be changed by the creator in the Submitter Clarification step.

Figure 4 – RFI Header Form Continued



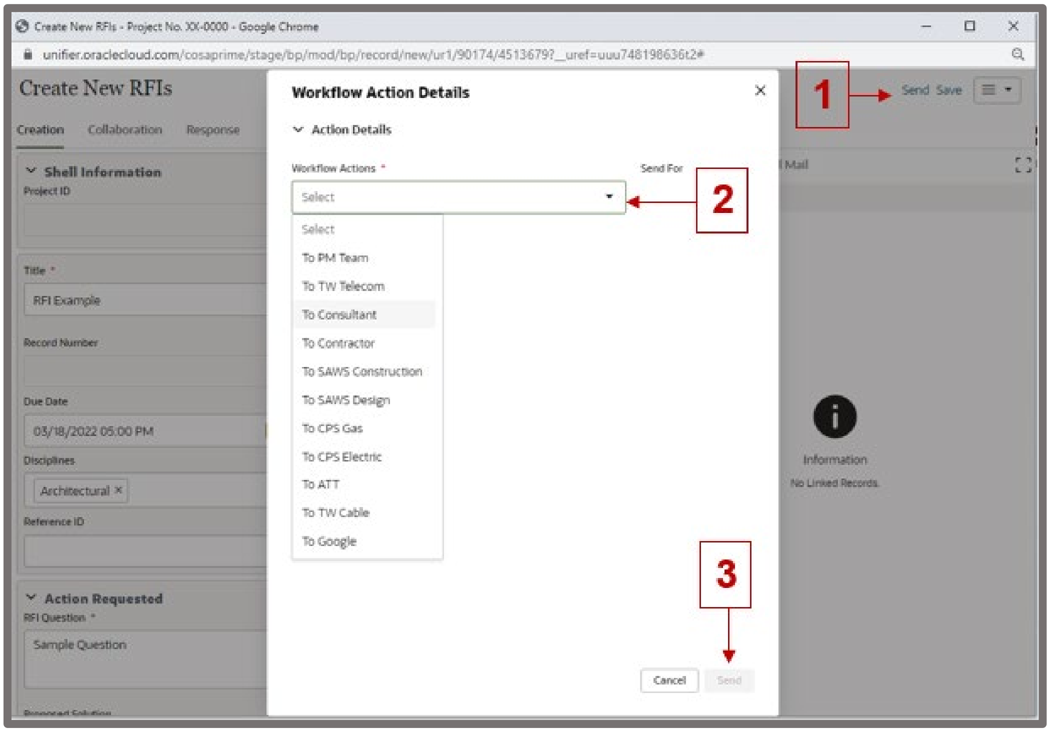
7. Selecting the Collaboration tab allows Creators and Reviewers to add comments and attach files to the RFI as seen in Figure 5.

Figure 5 – Collaboration Tab



8. To submit the RFI, choose Send. The creator will have the option of choosing who will initially receive the RFI (Consultant, Project Team, Contractor, and Joint Bid Utility). Once the receiving team has been selected, Select Send. See Figure 6.

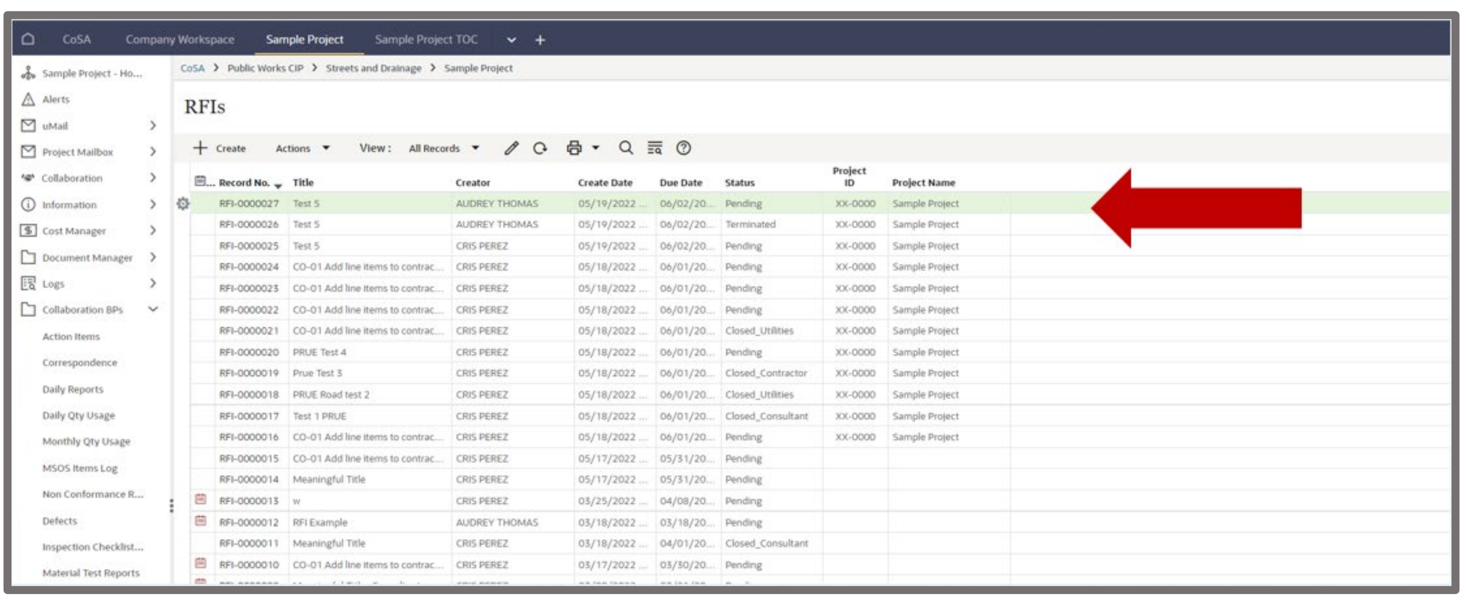
Figure 6 – Send



Reviewing an RFI

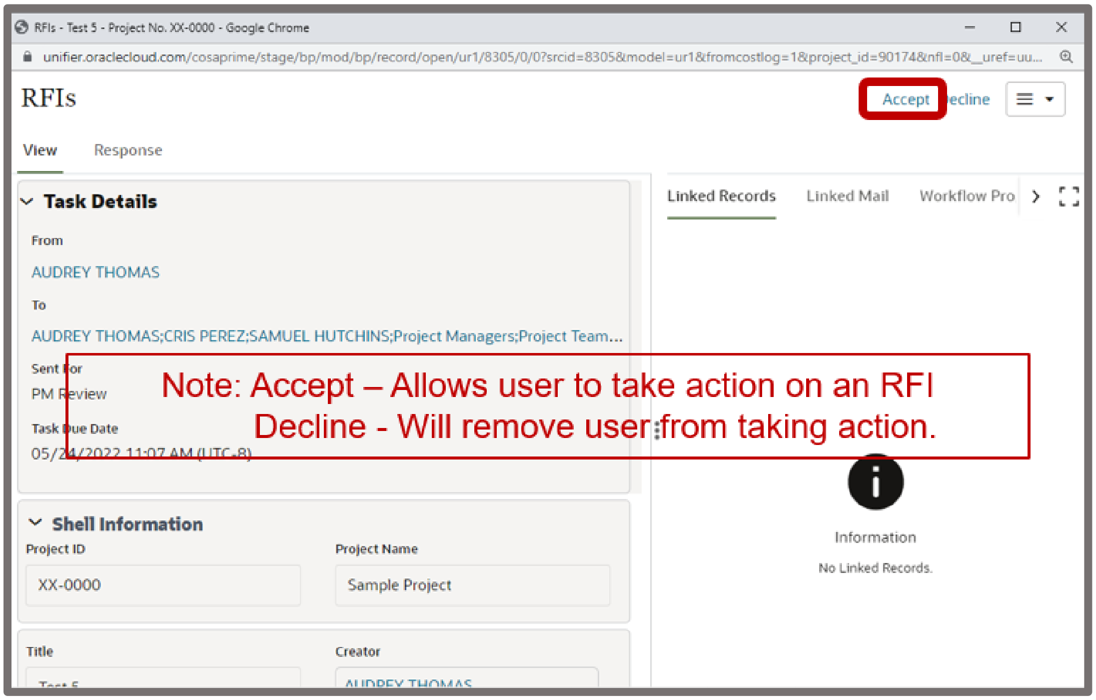
1. Locate and select the RFI that is pending review as seen in Figure 7.

Figure 7 – Selecting RFI for Review



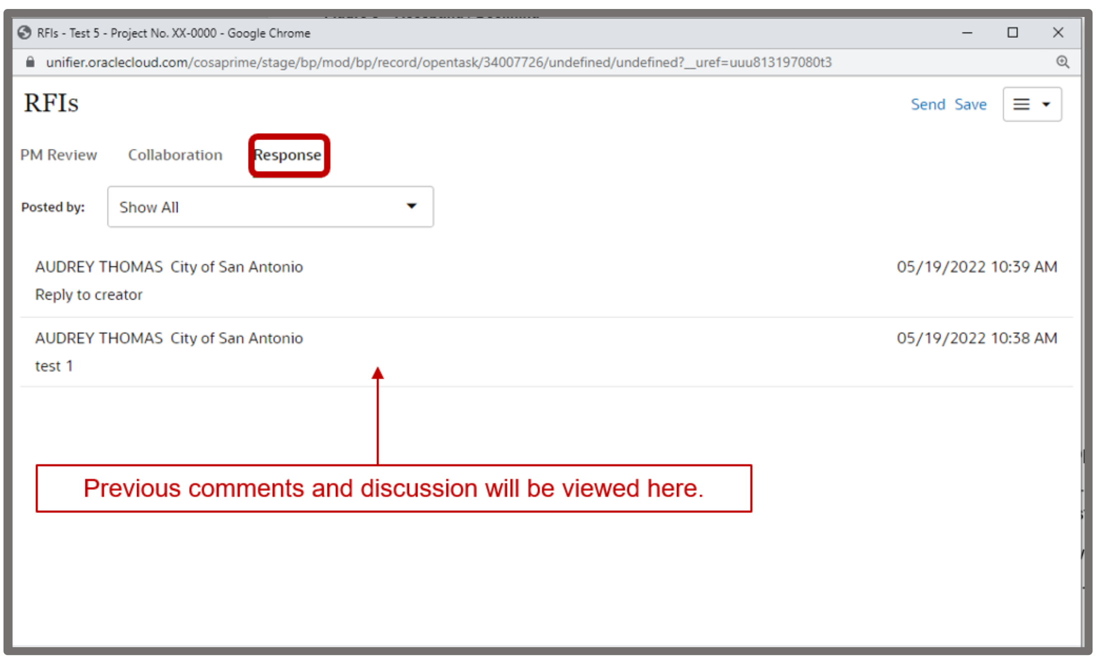
2. You have the option to either Accept or Decline an RFI. Accepting will allow you to take action on the BP. Declining will not reject the RFI but will remove you from taking action or responding to the RFI. See Figure 8.

Figure 8 – Accepting / Declining



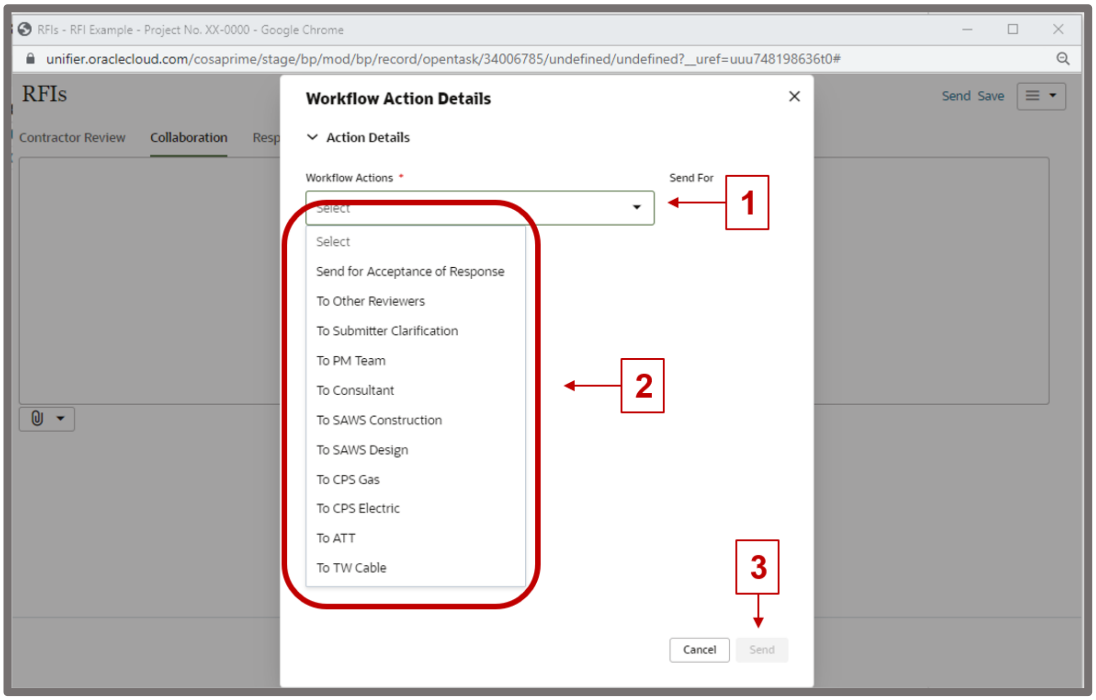
3. Reviewers will post comments as seen in Figure 5. To view all the comments left by the RFI creator and previous reviewers, select the Response tab. See Figure 9.

Figure 9 – Response



4. Upon receipt of an RFI, the receiver has the following options:
   a. Decline – Declining an RFI doesn't not reject the request. By selecting the Decline option, a reviewer decides to not provide a response to the RFI in question. See Figure 10.
   b. Send for Acceptance of Response – This option sends your response to the Creator for their acceptance of the response. If they believe your response did not address the question, they can send the RFI back to you
   c. To Other Reviewers – This option allows you to pick anyone on the project to review the RFI. The RFI will come back to you.
   d. To Submitter Clarification – This option sends it back to the creator for clarification. The RFI will come back to you.
   e. To PM Team
   f. To Consultant
   g. To Contractor
   h. To Joint Bid Utility – Utility Companies are listed by name.

Figure 10 – Response



RFI WebEx Video Guide

To access a WebEx recording on RFIs, select from the links below and enter the password PRIMELink1234 when prompted:

- RFI – How to Create an RFI:
  https://sanantonio.webex.com/recordingservice/sites/sanantonio/recording/playback/75607b72be86103a9ba12adc0fa33bf4

- RFI – Advanced: In-Depth Look into the Review Process:
  https://sanantonio.webex.com/recordingservice/sites/sanantonio/recording/playback/0bc180f2be8b103aa8f70a43bd096480

SUBMITTALS

General

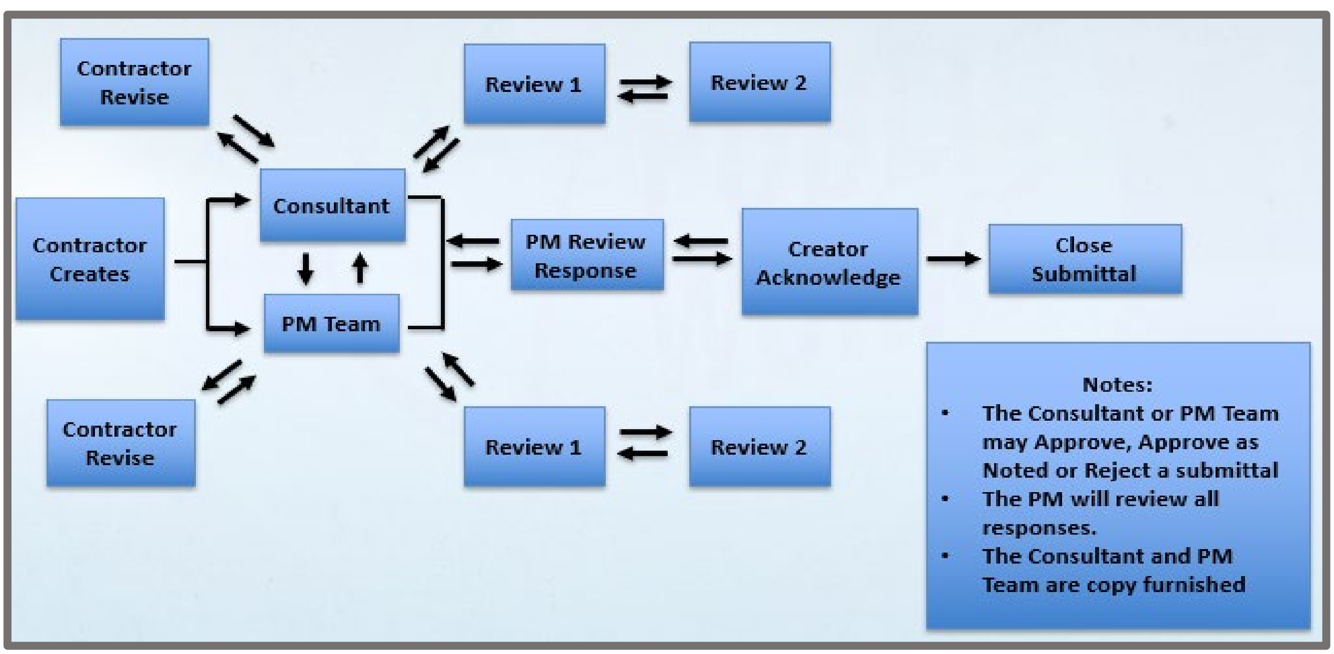
The Submittals business process is used primarily for the Contractor to submit required submittal documents for review and approval. To assist project teams, inspectors, etc. to identify Mix Designs and Job Mix Formulas (JMFs); **each Mix Design and JMF must be submitted on a separate submittal**. The PM must review all submittal responses prior to them going back to the contractor.

Workflow

The workflow is shown in Figure 1. Highlights of the workflow are:

1. All steps are single approval. Only one person assigned to the step has to take action for the form to move forward.
2. Both the Consultant and PM Team are copy furnished if they did not receive it for action when it was initially submitted. They are not copied furnished again until the Creator Acknowledge step.
3. The Reviewers can be anyone who has access to the project in PRIMELink. The sender must pick the name of the person when sending the submittal to a reviewer.
4. Reviewers can forward the submittal to another reviewer. The submittal will go back to the Consultant or PM Team member that sent it for review when the Reviewers are done with it.
5. If the Consultant or PM sends the submittal for revision, it will go back to the Consultant or PM Team member that sent the submittal for Revision.
6. Only the Consultant or PM Team can mark an individual document or the entire Submittal as Approved, Approved as Noted or Rejected. Reviewers submit your remarks in the Comments tab.
7. The PM or PM Team Approvers will review all responses prior to sending them to the Contractor. Based on their review, they can send it to the Contractor or back to the preparer to be revised.
8. The Creator Acknowledge step is where the creator acknowledges receipt. The person at this step has two options: (1) Acknowledge the response and close out the submittal or (2) Return the record to the person who prepared the response for clarification. The Consultant Approver, PM Team and Contractor Approver are copy furnished at this step.

Figure 1 - Submittal Generic Workflow



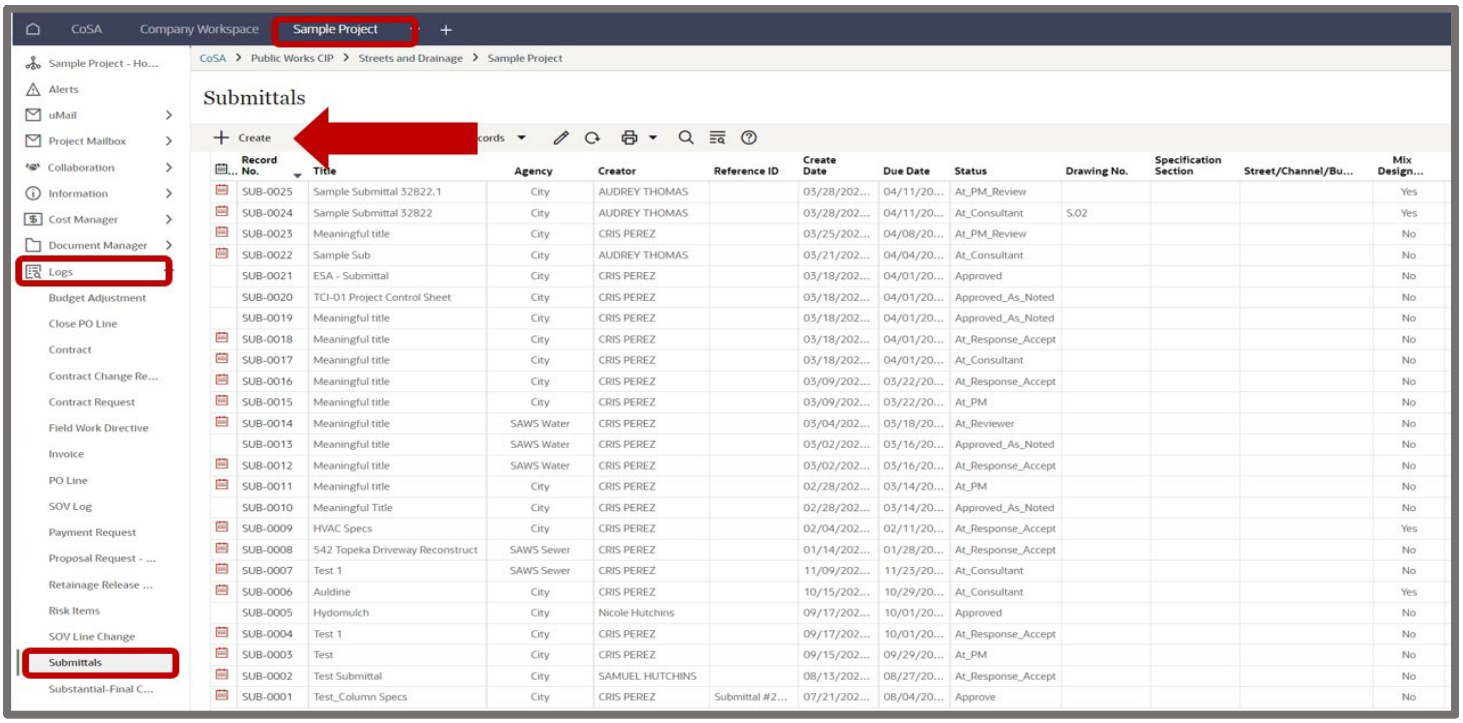
Submittal Business Process Location

The Submittal business process is located under the project in the Logs folder. See Figure 2.

Creating a Submittal

2. To create the Submittal, go to the Submittals tab located in the Logs folder under the project and click on Create. See Figure 2.

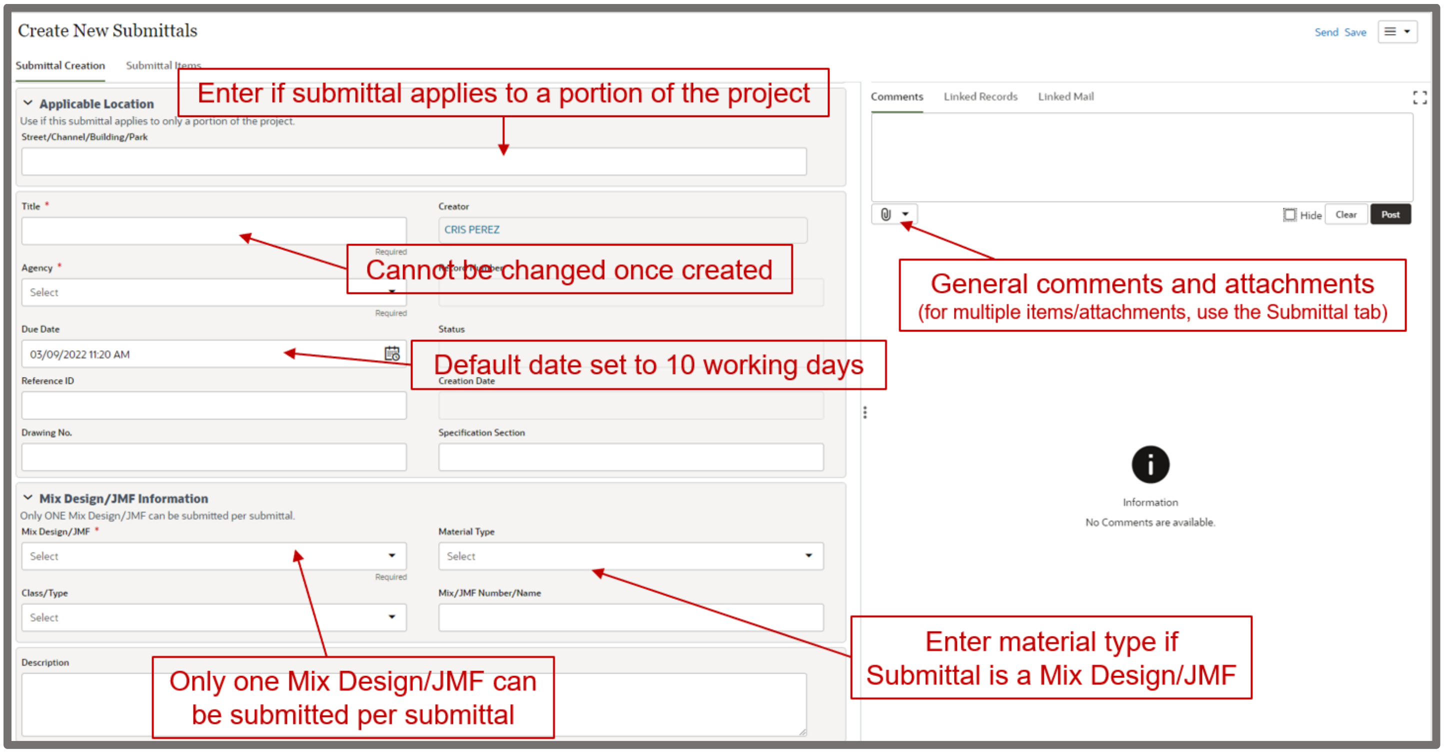
Figure 2 - Creating a new Submittal



3. The Header Form is displayed in Figure 3. Select fields are highlighted below.

    a. Street/channel/Building/Park – If the submittal applies to only a portion of the project, identify the portion it applies to. For example, on Street Maintenance On-Call projects where there are many streets.
    b. Title – Enter a title that provides the viewer information about the submittal. It cannot be changed after the submittal is sent forward.
    c. Agency – Identify the agency that the work is related to. This will help Joint Bid agencies find the submittals related to their work.
    d. Due Date – This is the date when you would like to receive approval of the submittal and is automatically set to ten working days. You can change it by clicking on the calendar next to the field. Setting this date does not necessarily mean that you will get a response when you want it.
    e. Mix Design/JMF – This field is used to identify whether this submittal is for a Mix Design or JMF. It is a required field. If the answer is yes, the other three fields in this section will become required, otherwise they are unavailable. **Only one mix design or JMF can be submitted per submittal**.
    f. The documents are stored in the Submittal Items tab. You can create a folder structure for the documents if necessary. You do not need to do this and should only do this if it is necessary for the reviewer to understand the documents.

Figure 3 - Submittals Header Form



g. Click on the Submittal Items tab located in the upper left-hand corner next to the blue Submittal Creation tab. To add documents to the submittal form, click on the Add button. See Figure 4a. You can add a folder or a line item which is an attachment. See Figure 4b for adding a Folder. If you select the line item option, the line item detail form will open on the right side of the window.

h. The Detailed Form is shown in Figure 4a.
   i. Name – To attach a document click on the paper clip button to the right of the field. You can only add one document at a time. The Name field will automatically be updated to the name of the file. If you are not attaching a document, type in the name of the document.
   ii. Fill out the remainder of the fields as appropriate and click OK. You will have to add the documents one at a time.
   iii. Only the Consultant or Project Team may change the Line Item Status field.
   iv. Click Save to save your work or Save & Add New to add another document.

Figure 4a - Submittal Detail Form – Adding a Line Item

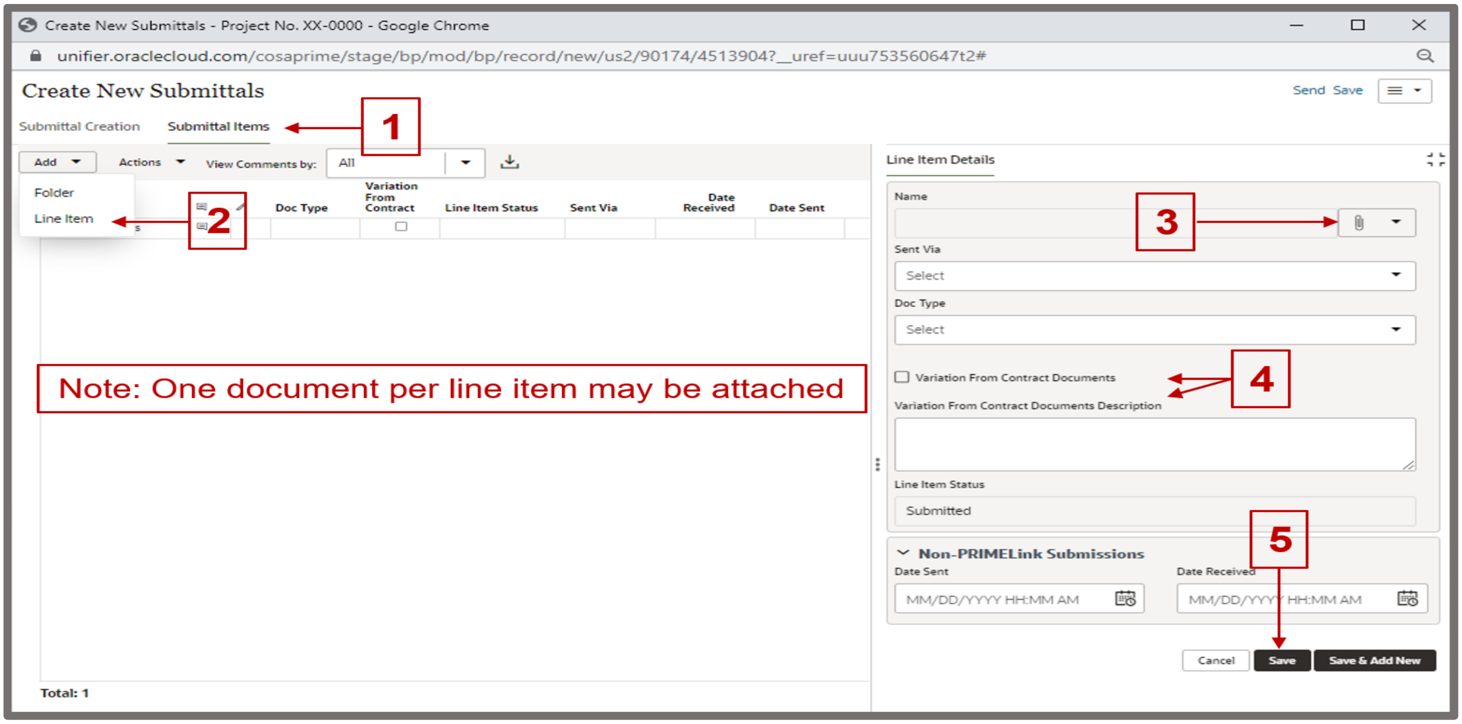
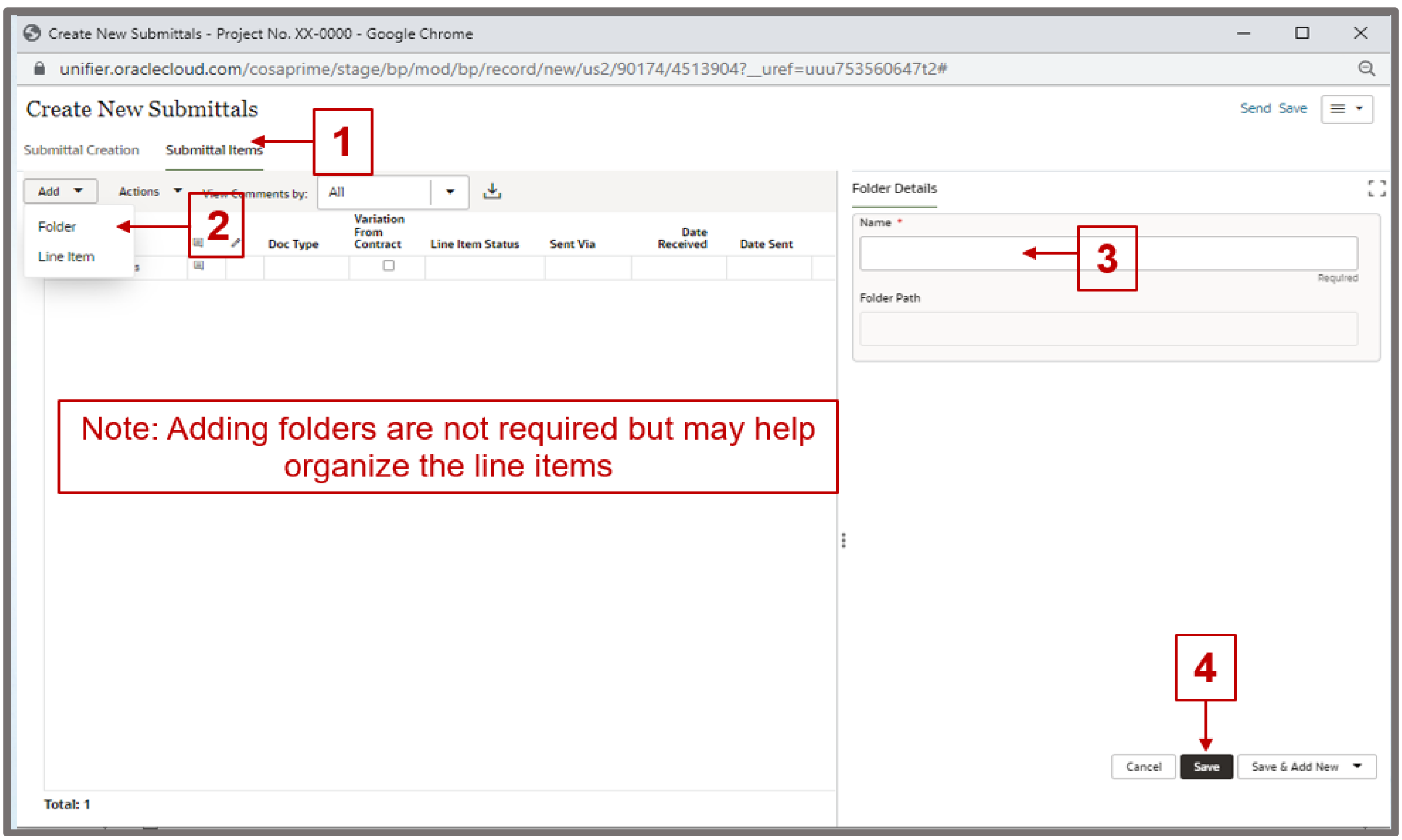
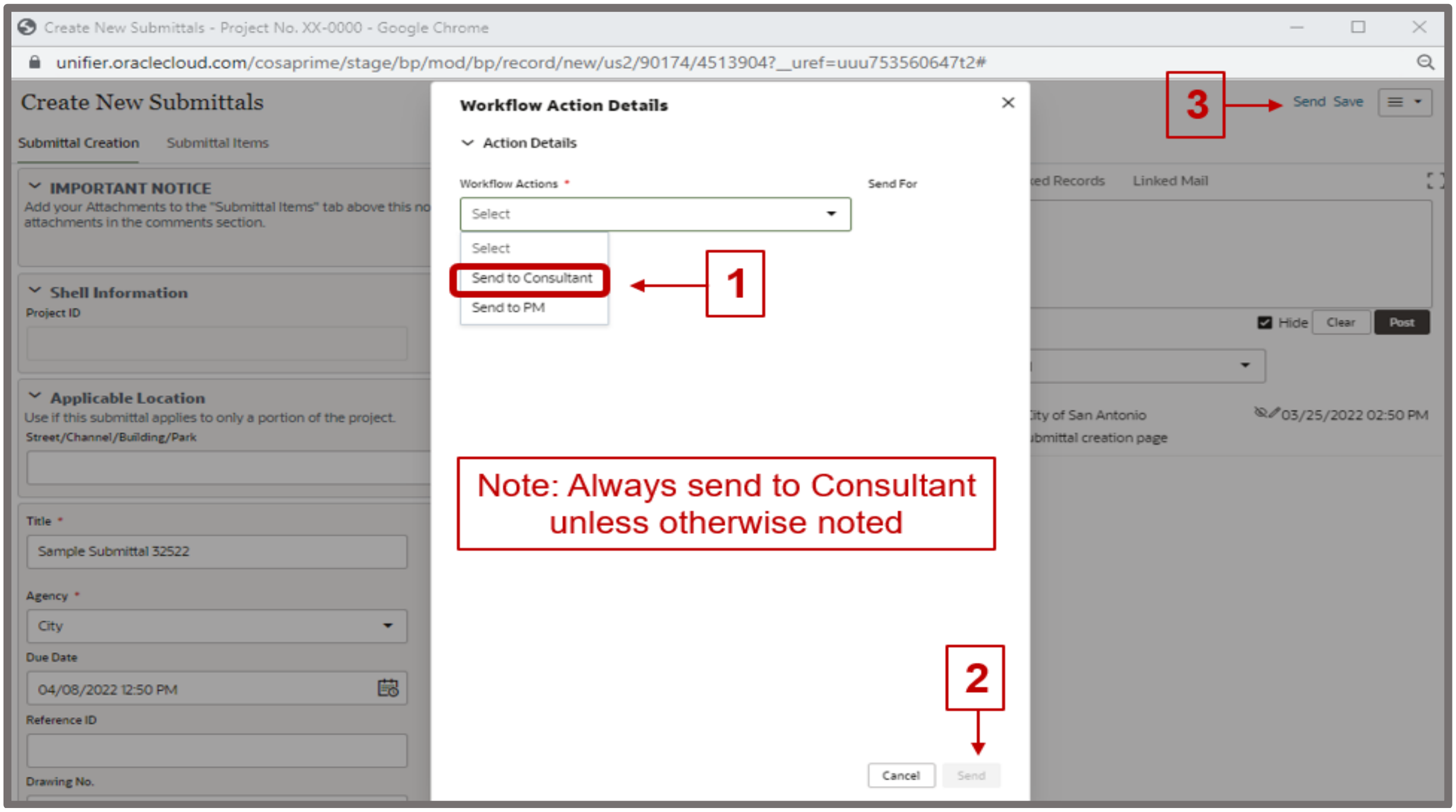


Figure 4b - Submittal Detail Form – Adding a Folder



i. After you finish preparing the Submittal, click on Send in the upper right-hand corner. You will have the option to select either the Consultant or Project Manager to send it to. Send the submittal to the Consultant unless the Project Manager has requested that you send it to them first. See Figure 5.

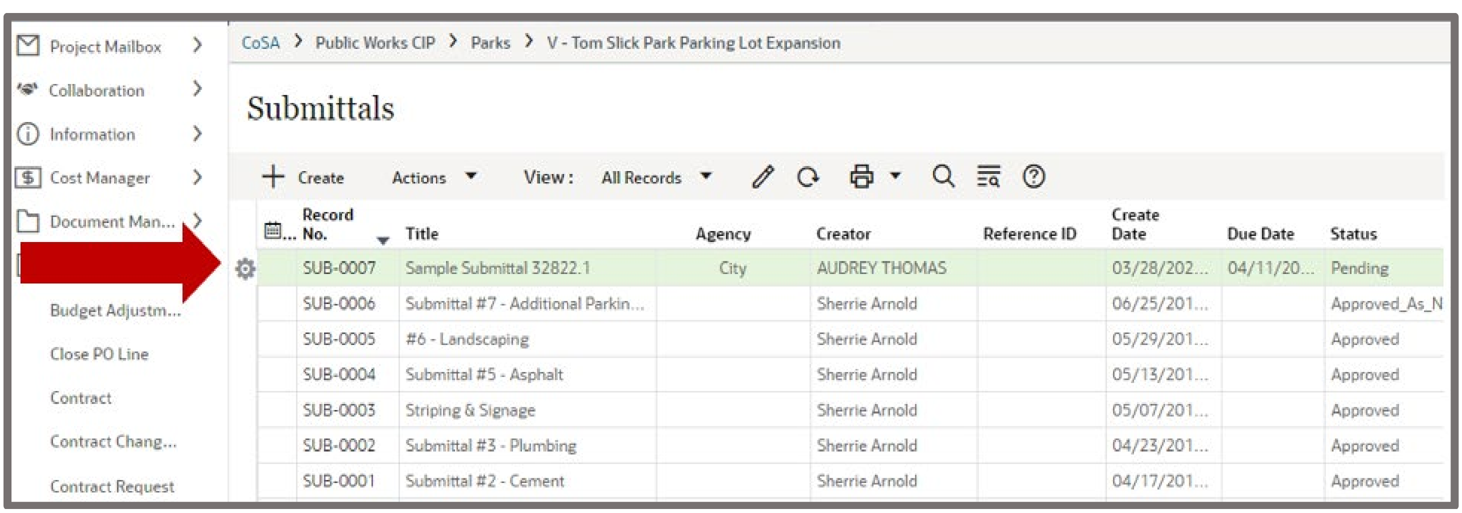
Figure 5 – Send for Consultant/PM Approval



Reviewing a Submittal

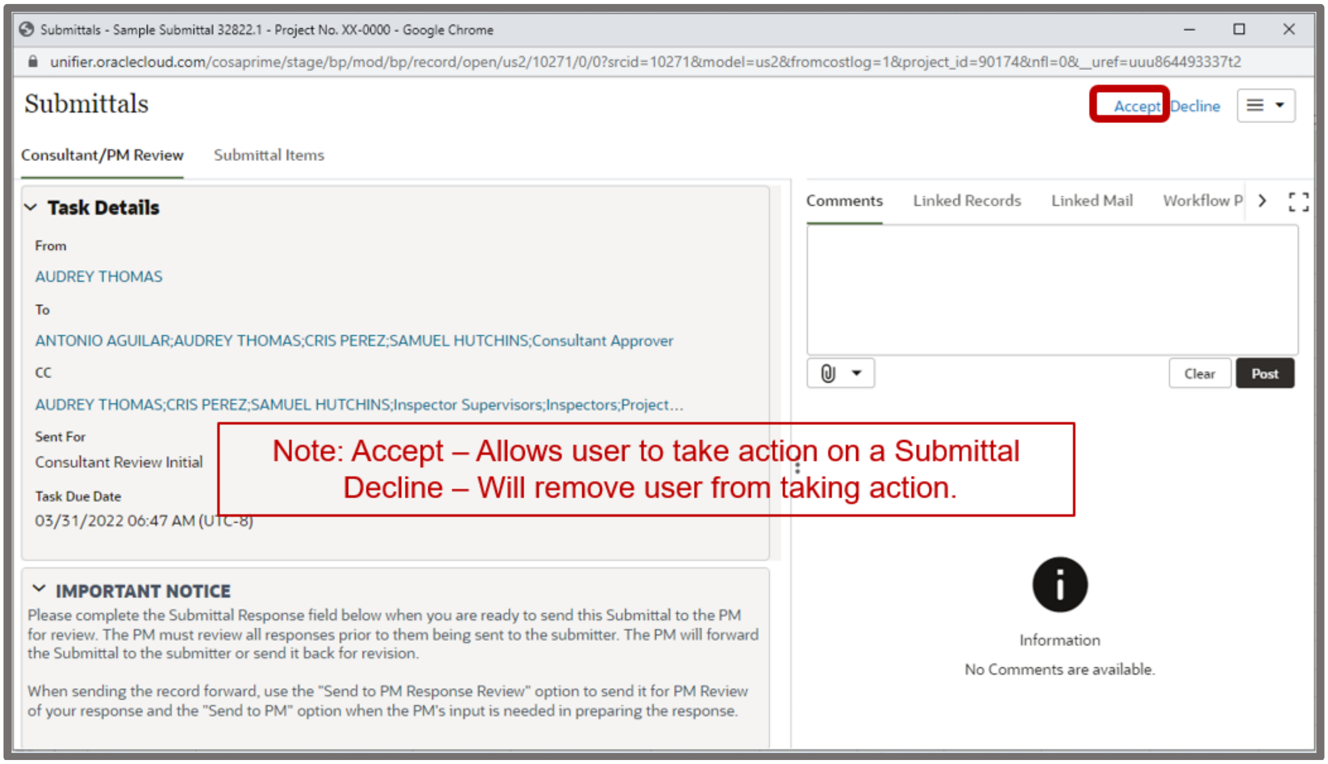
1. Locate and select the submittal that is pending review as seen in Figure 6.

Figure 6 – Selecting Submittal for Review



2. You have the option to either Accept or Decline a submittal. Accepting will allow you to take action on the BP. Declining will not reject the submittal but will remove you from taking action or responding to the submittal. See Figure 7.

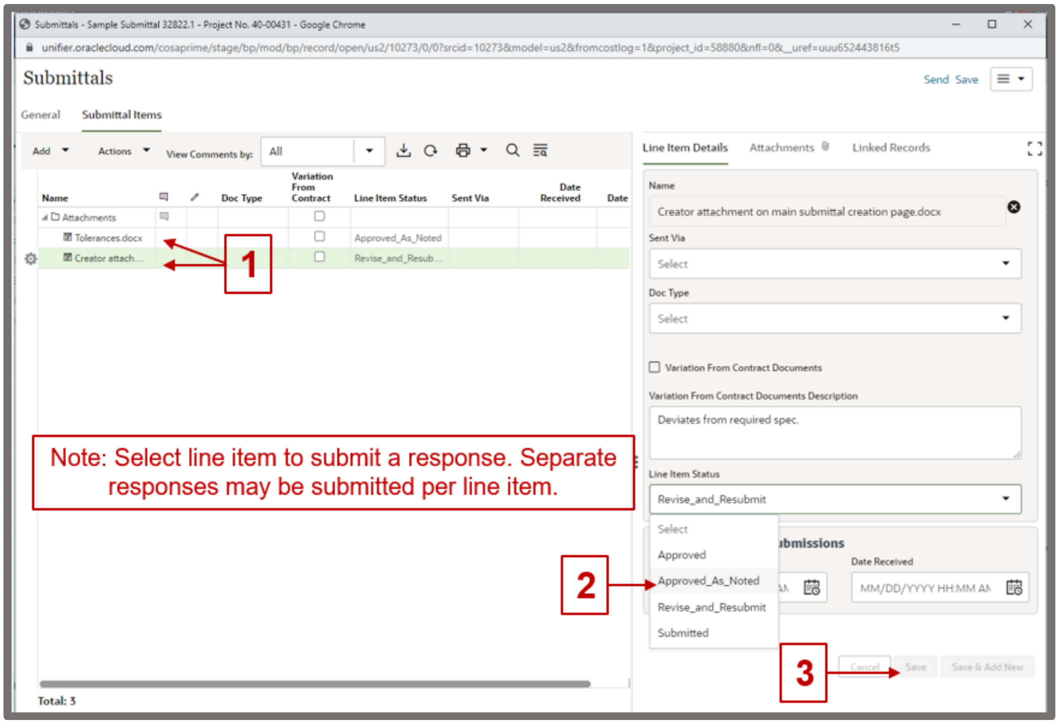
Figure 7 – Accepting / Declining



3. To Review a document in the Line Item section, double click on the document. This will open the detailed form. There you can click on the document to open it.

4. Only the Consultant and PM Team have the ability to change the document status (Line Item Status) to Approved, Approved as Noted or Rejected. To change the status, you must go to the detailed form for each individual document.

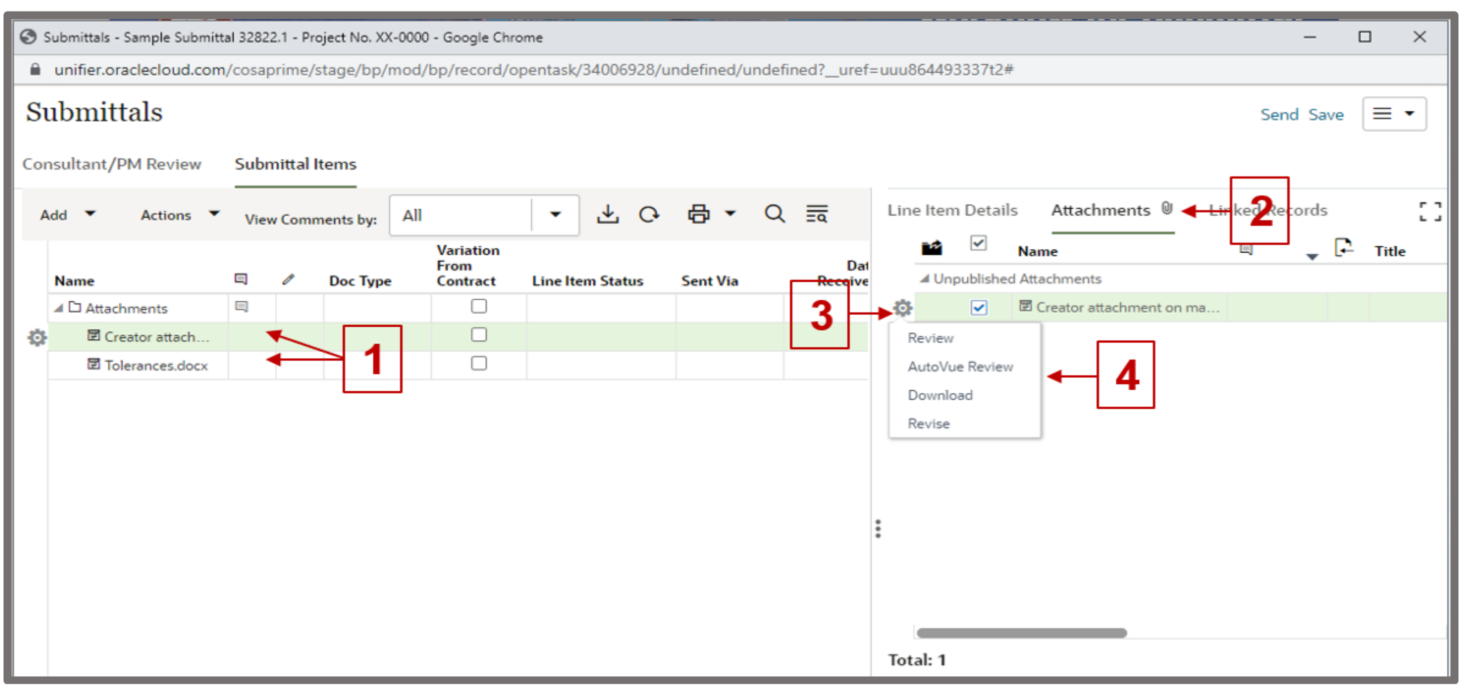
Figure 8 – Line Item Response



5. Reviewers may also add Line Items for other reviewers to view and review. To add a line item, follow Steps 1-2 of Creating a Submittal.

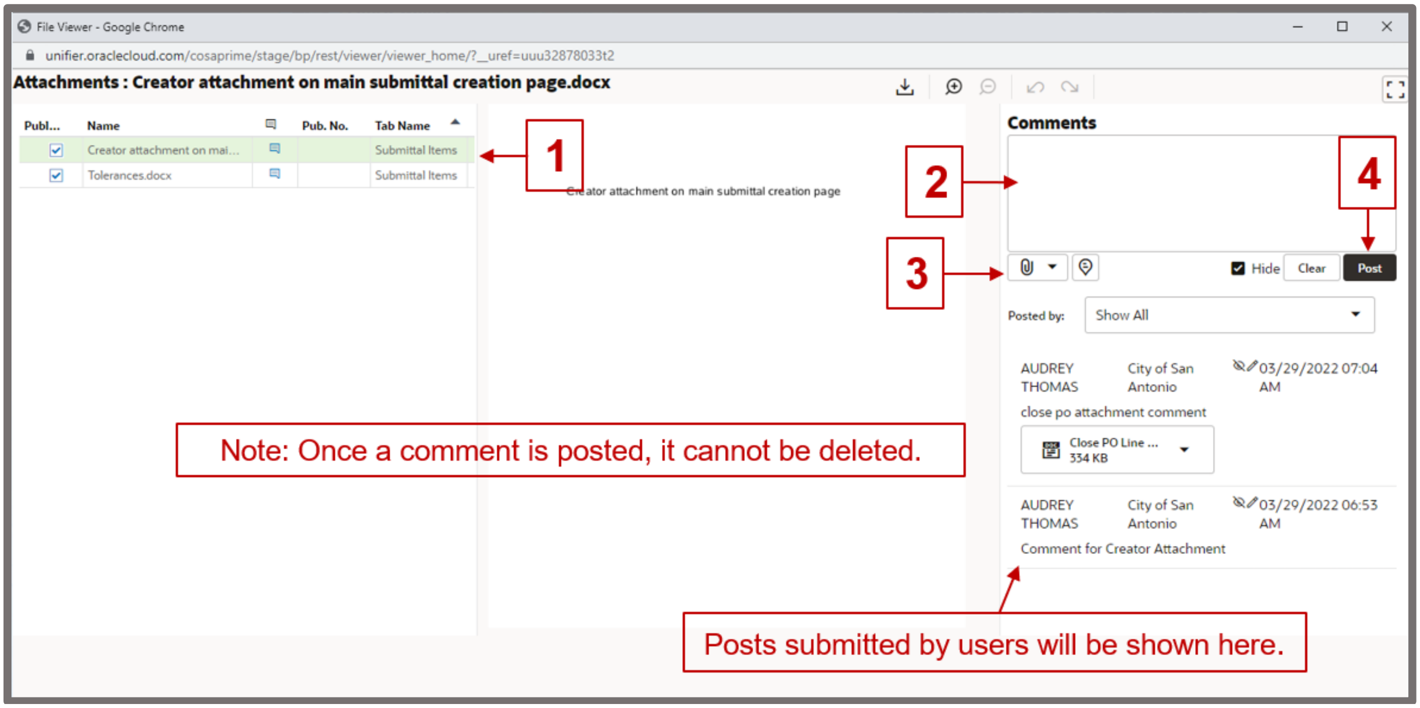
6. To add comments to an attachment, double click the document in the Line Item section or select the Attachments tab as seen in Figure 9. A gear icon will display next to the attachment. Select the gear and choose Review.

Figure 9 – Adding Comments to Attachments



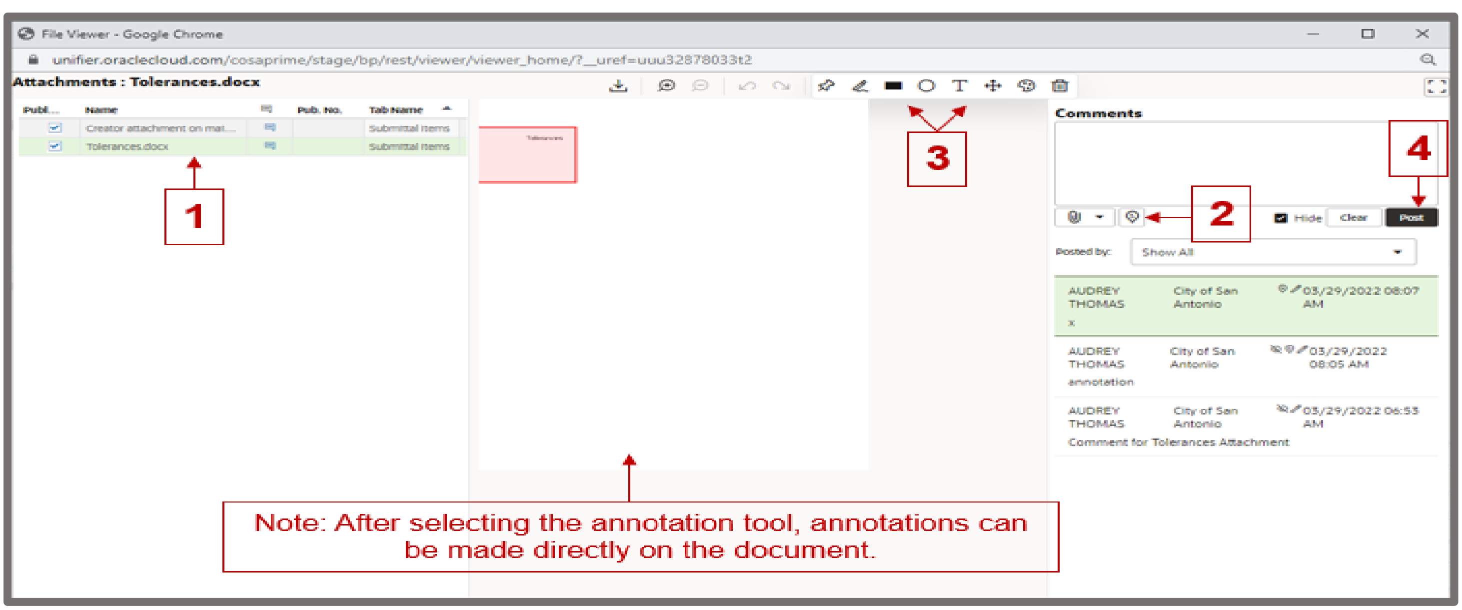
7. A new window will display with the attachments listed. On this window you may post a comment. Select the attachment you wish to comment on and enter your comment into the Comments box. An attachment may also be posted along with a comment by selecting the paperclip icon as seen in See Figure 10. Select Post once you are ready to submit a comment/attachment. Once a comment has been posted, the comment CANNOT be deleted.

Figure 10 – Posting a Comment



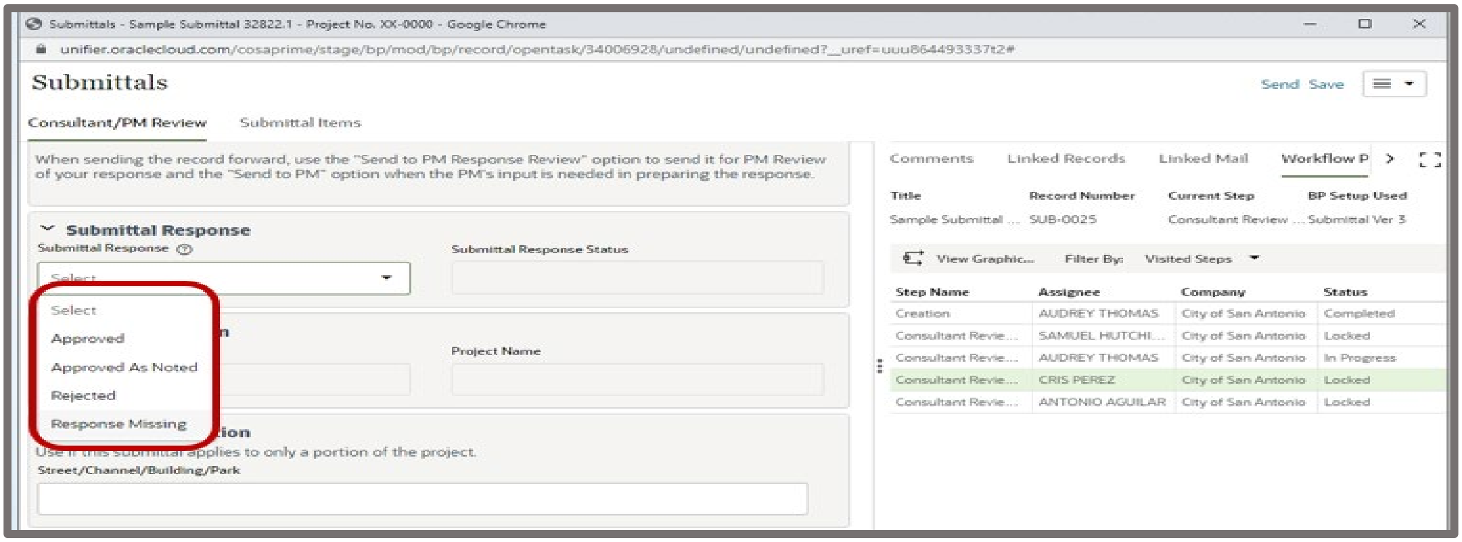
8. You may also add annotations in the preview pane using the annotations tools. By selecting a tool, you can select text and markup a document. If you want to save an annotation, add a comment then select Post. Once posted, you will be able to see your annotations under that posting. See Figure 11.

Figure 11 - Annotations



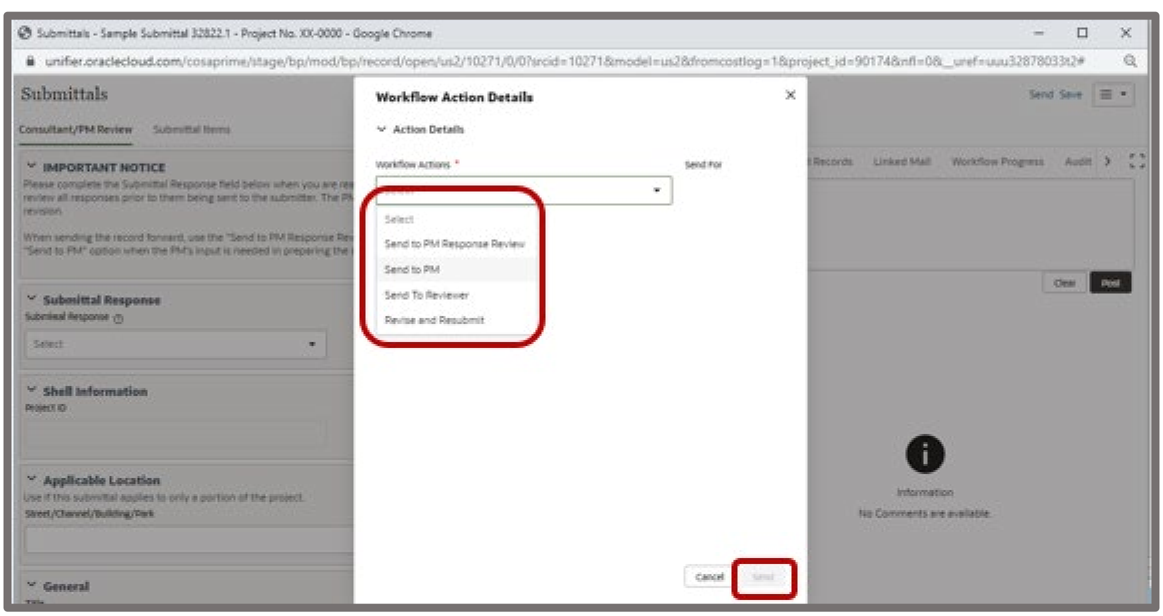
9. Once the Consultant or PM Team are ready to close out the submittal, they must send it through the PM for review. Prior to sending to the PM for review you must select:
    a. Approved – Reviewer approves the submittal as is;
    b. Approved As Noted – Reviewer approves a submittal but has provided some remarks on the matter;
    c. Rejected – Reviewer rejects the creator's submittal;
    d. Response Missing – Gives the ability for subsequent reviewers to require previous approvers to enter a response.

Figure 12 – Submittal Response



10. The Consultant has a choice to send the submittal to "Send to PM Response Review" or "Send to PM". Use the first option when you are ready to close out the submittal and want to send it to the PM to review. Use the second option when you are need the PM's input in preparing a response.

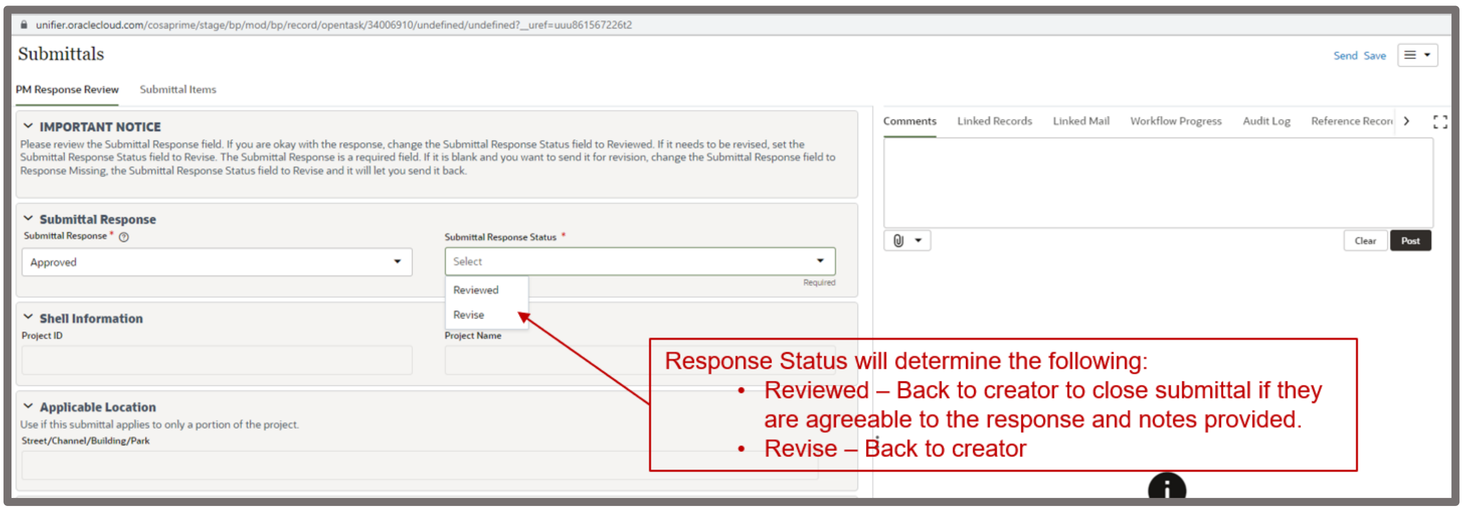
Figure 13 – Workflow Action Details



PM Response Review

1. The PM or a member of their team is responsible for reviewing all responses prior to them being sent to the Contractor. This includes if the response was prepared by the PM team.
2. After reviewing the submittal and response the PM will select Reviewed or Revise in the Submittal Response Status block. If the Submittal Response is not filled out the PM must fill it out or send it back. There is an option to select Response Missing if the PM wants the Consultant to fill out the response. Choose Reviewed if the submittal is ready to go to the Contractor or Revise if it needs to be revised. This field determines which way it will go. See Figure 14.

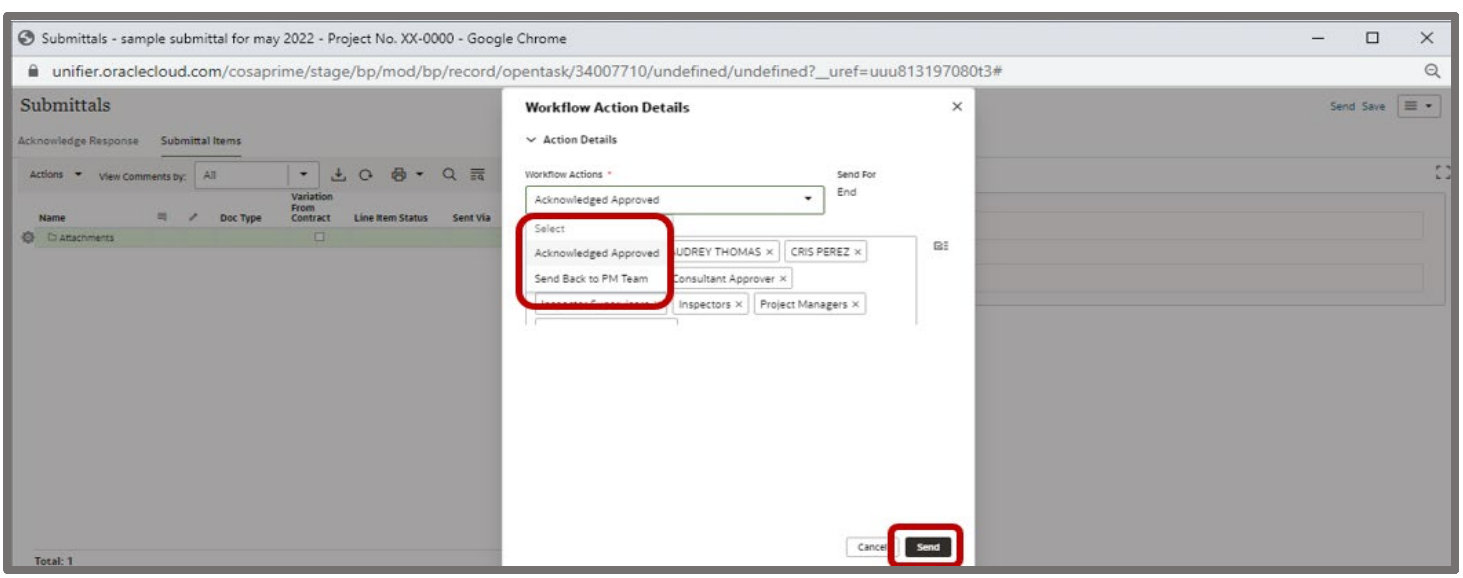
Figure 14 - Selecting the Response Status



Creator Acknowledgement

1. Creator Acknowledgement. The Creator/Contractor must acknowledge the submittal decision to close out the Submittal. They also have the option of sending it back to the decision maker. To do this, select Send and choose the appropriate workflow action. Then click Send.

Figure 15 – Creator Acknowledgement

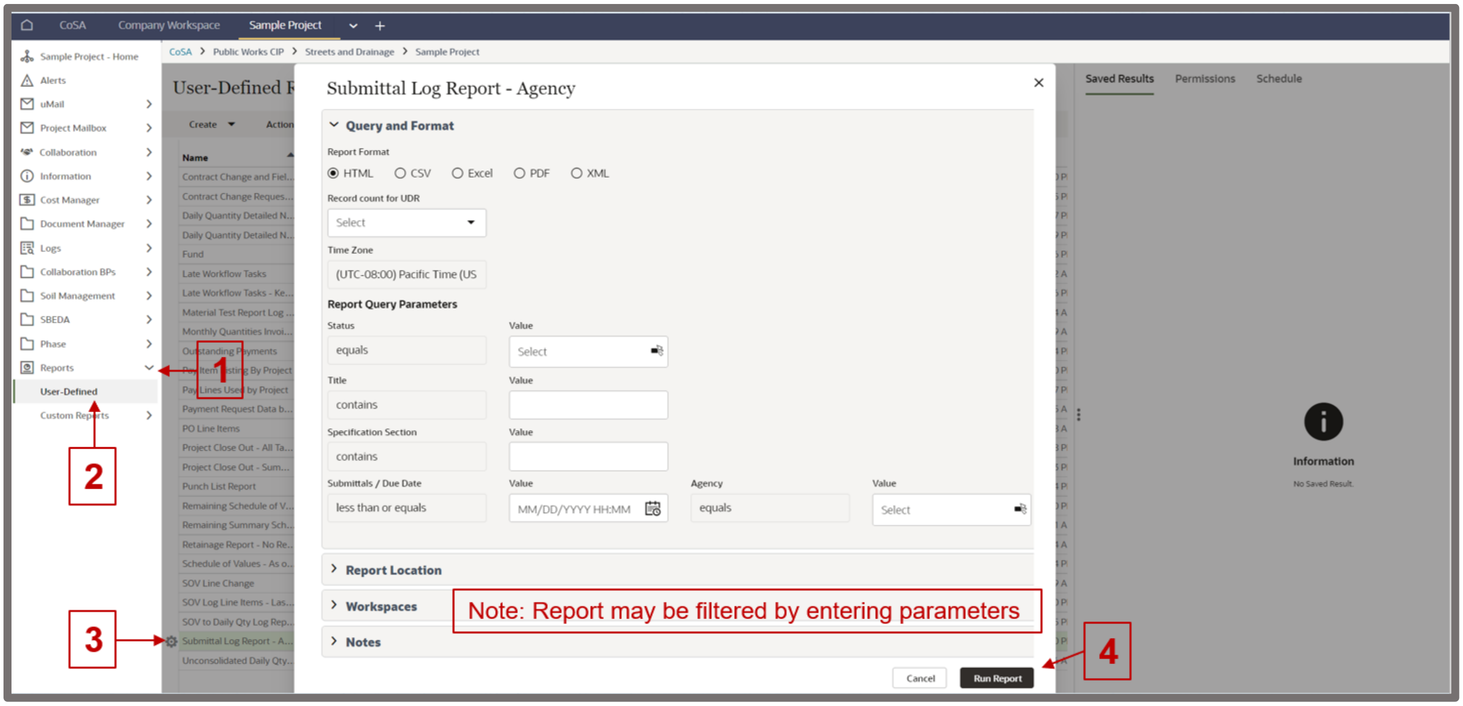


Reports

Users can run User Defined Reports for each project. The following user defined report are available for submittals in each project. See Figure 16.

1. Submittal Log Report – Agency – Lists the submittals and their status.

Figure 16 – User Defined Report



Submittal WebEx Video Guides

To access WebEx recordings on Submittals, please select from the links below and enter the password PRIMELink1234 when prompted

- Submittal – Creating & Reviewing: Basic how-to guide on creating and reviewing submittals: https://sanantonio.webex.com/recordingservice/sites/sanantonio/recording/e8eeb9d9b466103aa60f9aad41c34d69/playback

- Reviewing Submittals – Advanced: In-depth video of the review process: https://sanantonio.webex.com/recordingservice/sites/sanantonio/recording/playback/8996aa12b9d6103ab6cff2bda7da771f

CLOSE PURCHASE ORDER (PO)

General

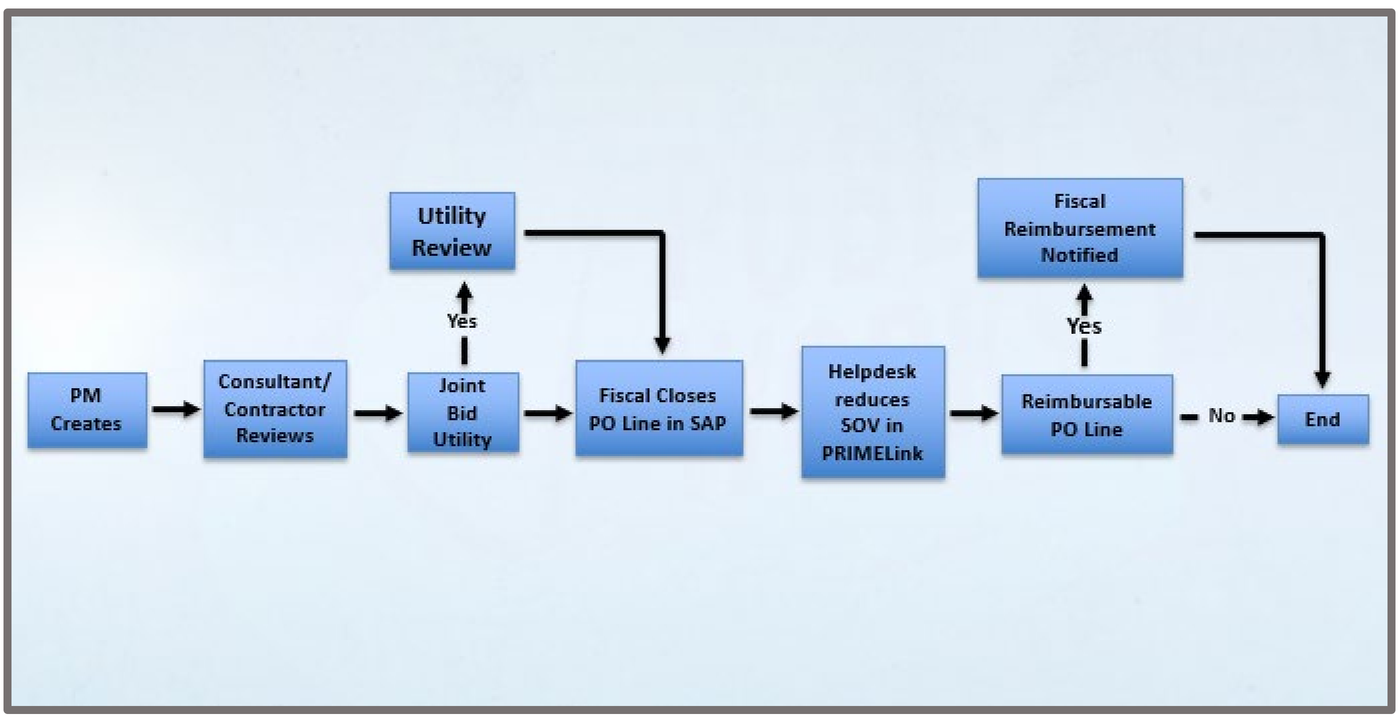
The Close PO Line (PO) Business Process (BP) is used to close a purchase order (PO) line on a standard contract (i.e., not an on-call, JOC, etc.). The BP is created by the City Project Team and is routed through the Consultant/Contractor and Utility if appropriate. When the routing is complete, the PO Line in SAP is closed and the Schedule of Values (SOV) for the PO Line in PRIMELink is reduced to zero remaining value. The Vendor will no longer be able to invoice on that PO Line. All change orders referencing the PO Line should have been approved through the system and all Payment Requests paid before submitting the BP. You will not be able to submit the BP if there is a Payment Request referencing this PO Line in routing to include being in the rejection step. **For Public Works, if you have multiple streets being paid from the same PO Line, do not submit this BP until all the streets hitting this PO Line are completed and billed.**

Workflow

The workflow is shown below. Highlights of the workflow are:

1. All steps are single approval. Only one person assigned to the step has to take action for the form to move forward.
2. The Consultant/Contractor will need to review the request after the Project Team creates the request.
3. Fiscal must close the PO Line in SAP before the SOV is reduced in PRIMELink.
4. The Contractor will not be able to bill against the PO Line once it has closed.

Figure 1 – Close PO Line Workflow



Close PO Line Business Process Location

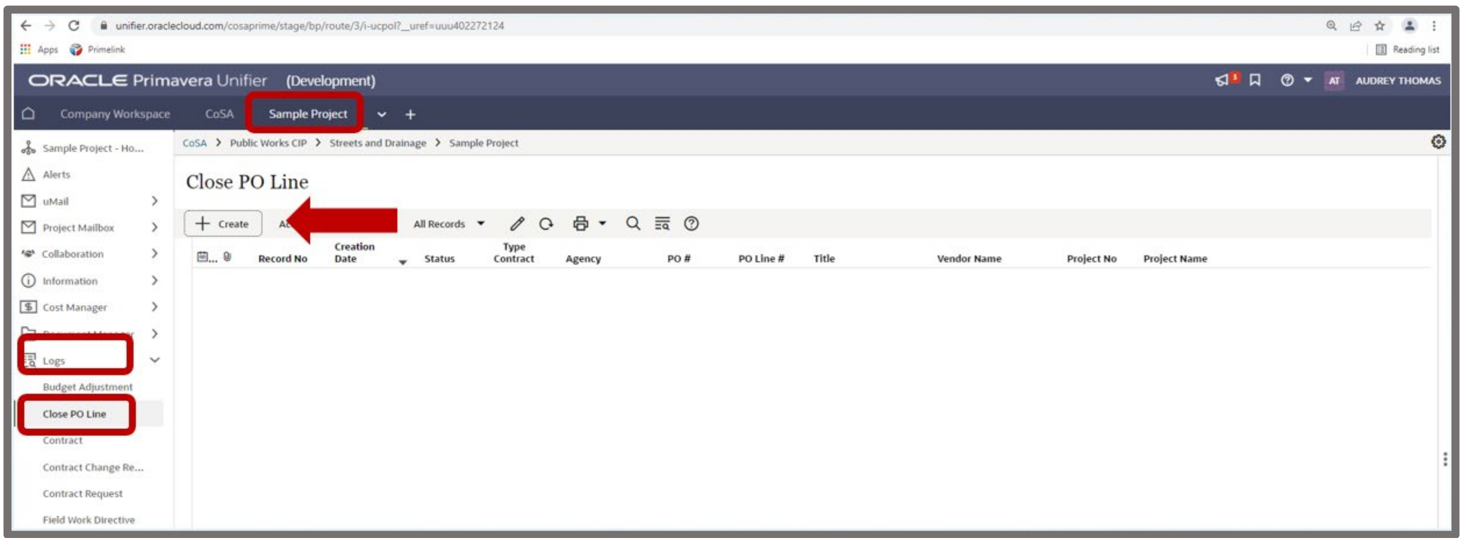
The Close PO Line business process is located under the project in the Collaboration BPs folder. See Figure 2.

Creating a Close PO Line Record

The Close PO Line record is created by the Project Team when it is time to close out that PO Line. Key items on the Close PO Line record are listed below. See Figures 3a & 3b for the form fields. PO Lines can only be closed on standard contracts, not on-call contracts. Once a PO Line is closed, a vendor will not be able to bill against it.

1. To create the Close PO Line record, go to the Close PO Line tab located in the Logs folder under the project and click on Create. See Figure 2.

Figure 2 – Close PO Line Business Process Location



2. The Header Form is displayed in Figure 3a. Select fields are highlighted below.
    a. PO Line Record No: This is the only required field. The Project Team clicks on the Select button to see a list of the available PO Lines to close. Select the appropriate PO Line and it will fill out all the fields.

    b. Remaining Amount: That is the remaining amount left on the Schedule of Values. If it is zero you do not have to submit a Close PO Line record because the line is already zero.
    c. Invoice in Routing Check Section: Used to see if there are any payment requests in routing.
        i. Update Data: When you change the value of this field it causes the form to recalculate the values.
        ii. Invoice Variance: If the value is not zero, you will not be able to forward the Close PO Line. The value is equal to zero when there are no payment requests in routing or at the creator revise step.
    d. Remarks: Include any remarks that would help identify the PO Line that needs to be closed. See Figure 3b.
        i. if you have multiple PRIMELink lines using the same SAP PO Line and need to close all, please include in the remarks "PRIMELink please close all PO Line "X" including contingency"
        ii. make sure the PO Line Record No reflects the PO Line that are in the remarks

Figure 3a – Close PO Line Header Form

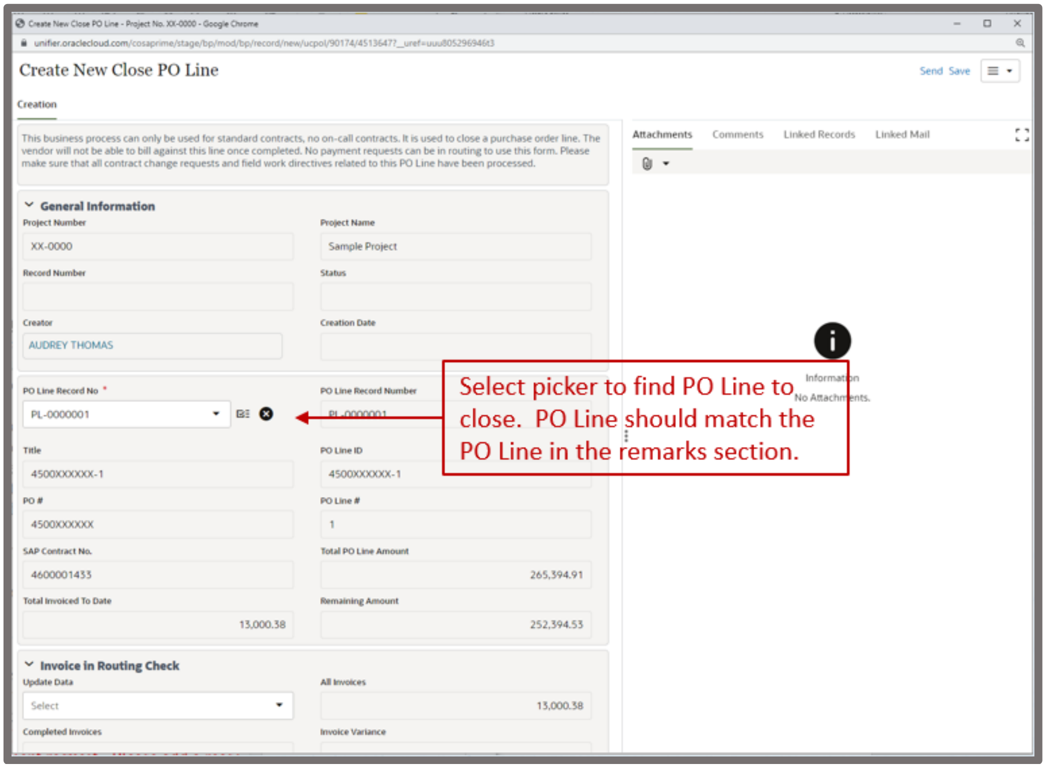
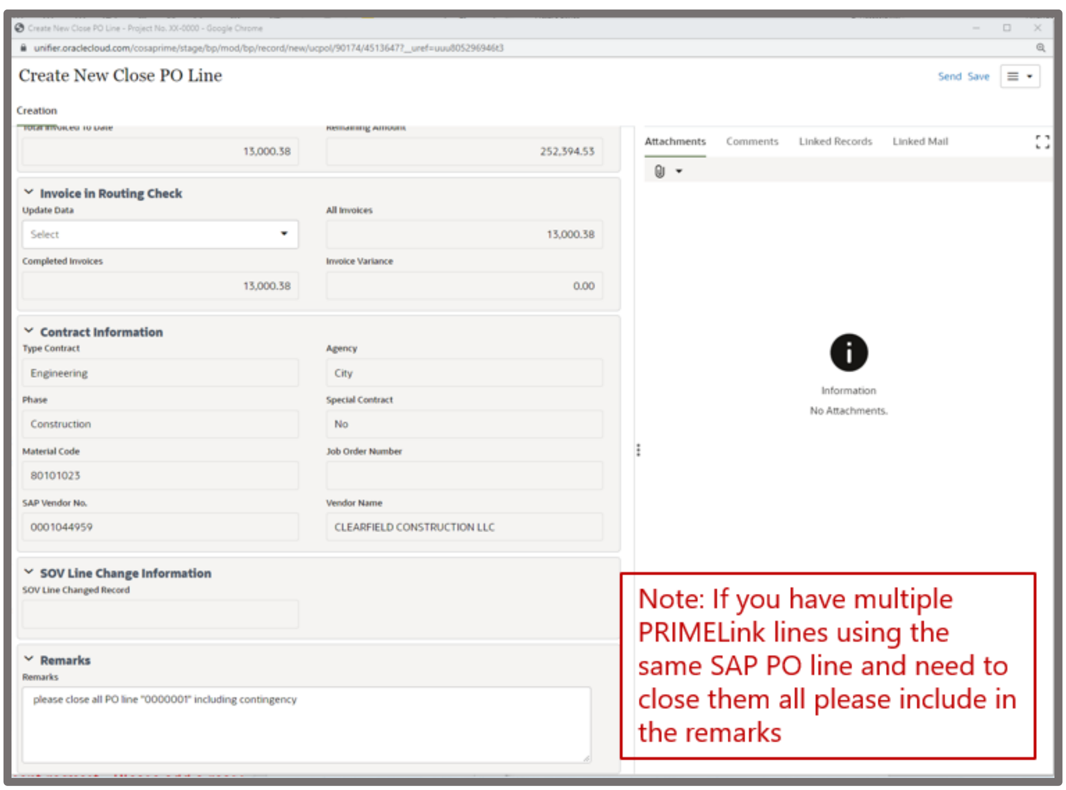


Figure 3b – Close PO Line Header Form Continued

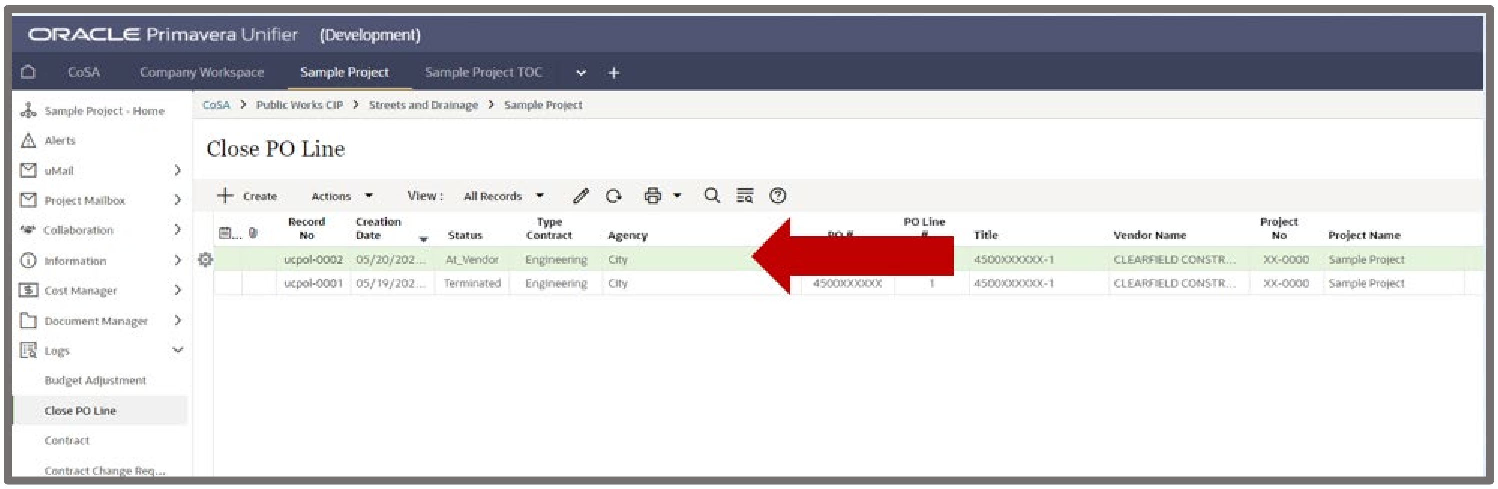


3. There are instances in which PO Lines should NOT be closed:
    a. If tasks are broken out for the vendor on separate PRIMELink PO Lines but are on the same PO Line in SAP.
    b. If funds need to be moved from one PRIMELink PO line to another, a CCR will need to be created or an invoice transfer.

Reviewing a Close PO Line Record

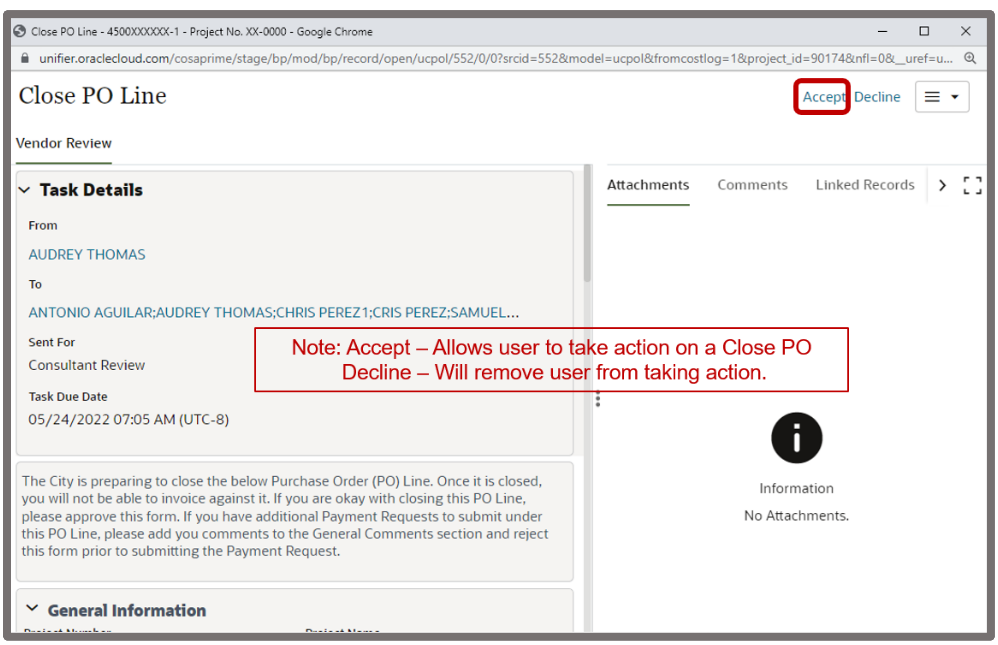
1. Locate and select the Close PO Line record that is pending review as seen in Figure 4.

Figure 4 – Selecting the Close PO Line Record for Review



2. You have the option to either Accept or Decline a Close PO Line request. Accepting will allow you to take action on the BP. Declining will not reject the request but will remove you from taking action or responding to the record. See Figure 5.

Figure 5 – Accepting / Declining



3. Reviewers: If you still need to submit another payment request against the PO Line and **WILL NOT** be closing the PO Line, please add a reason in the General Comments section as seen in Figure 6. Once a reason has been added in the Comments section, select Send then choose "Do NOT Close PO Line" in the Workflow Actions. This will cause the record to go back to the PM Team. See Figure 7.

Figure 6 – Adding Comments

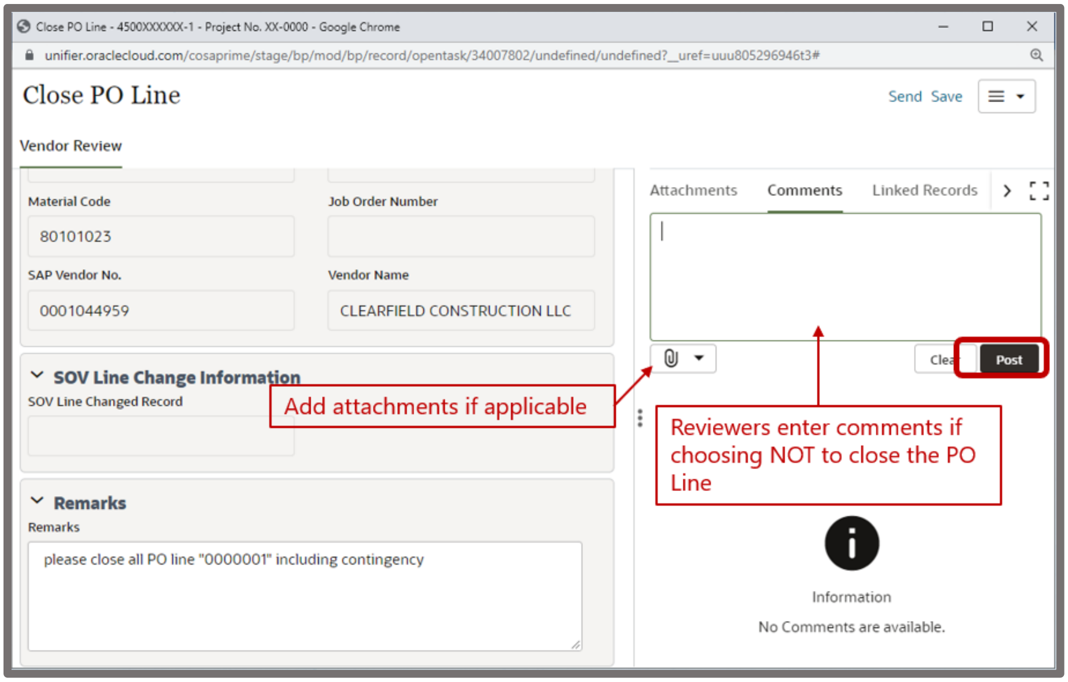
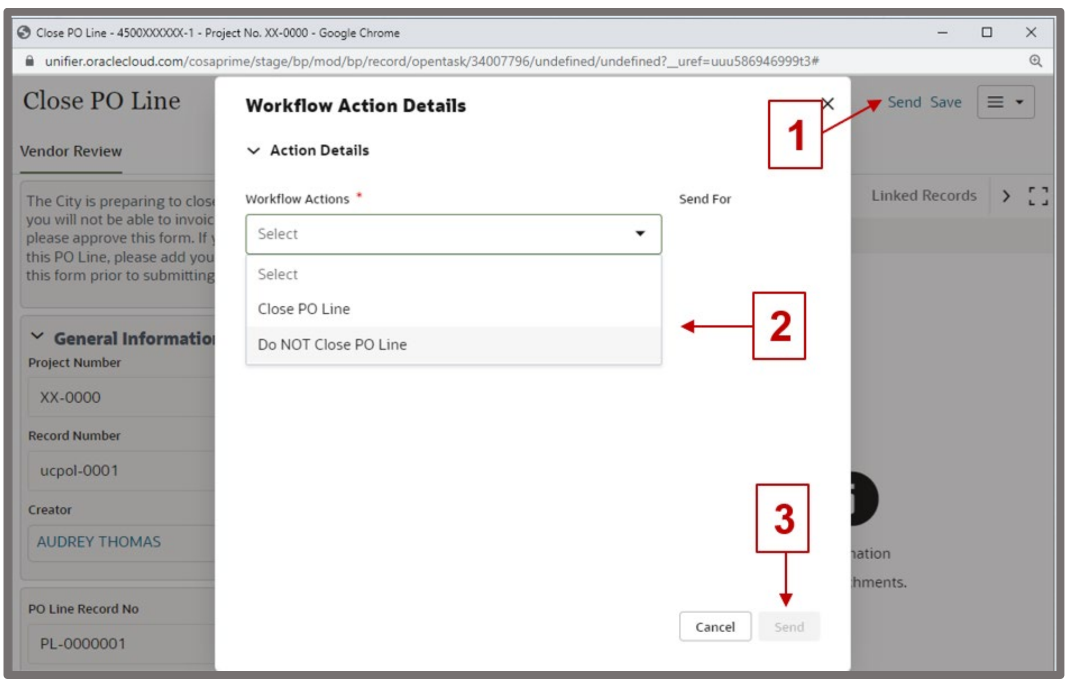


Figure 7 – Workflow Actions



Printing the Close PO Line Record

A custom print file has been developed for this business process that will print the record in an easier to read format.

1. Right click on the Record that you want to print and choose Print-Custom. Custom Print Menu will open. Select Print.

Figure 8a – Custom Print

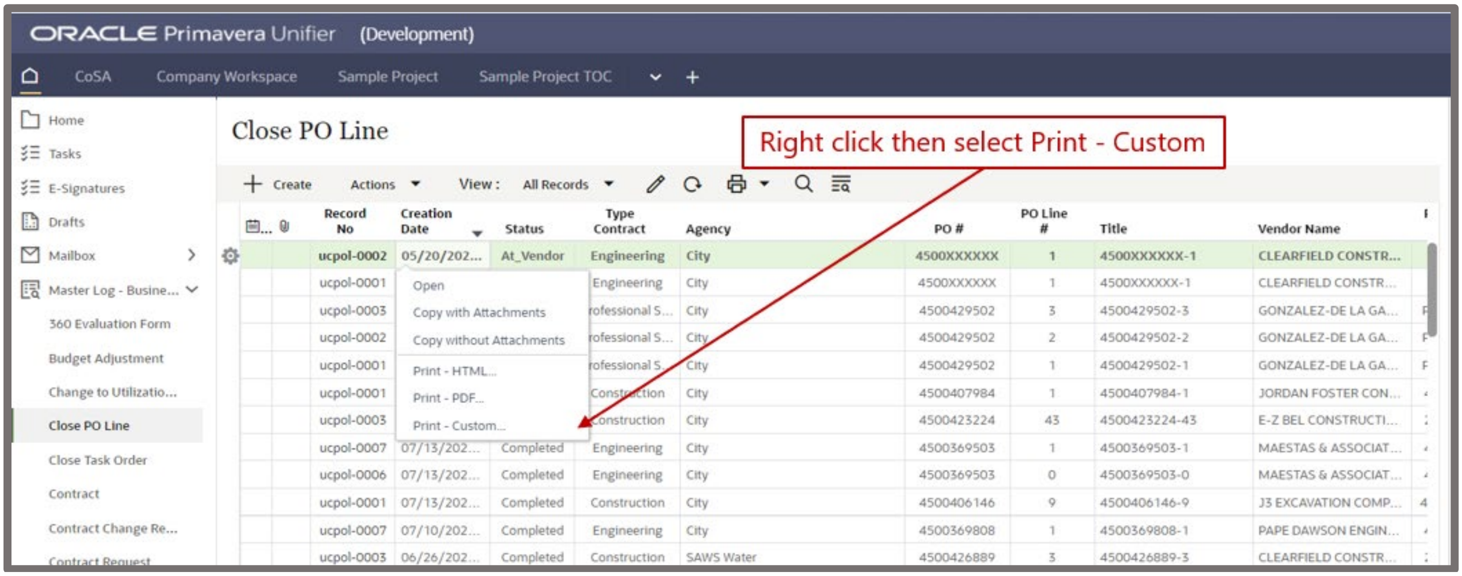
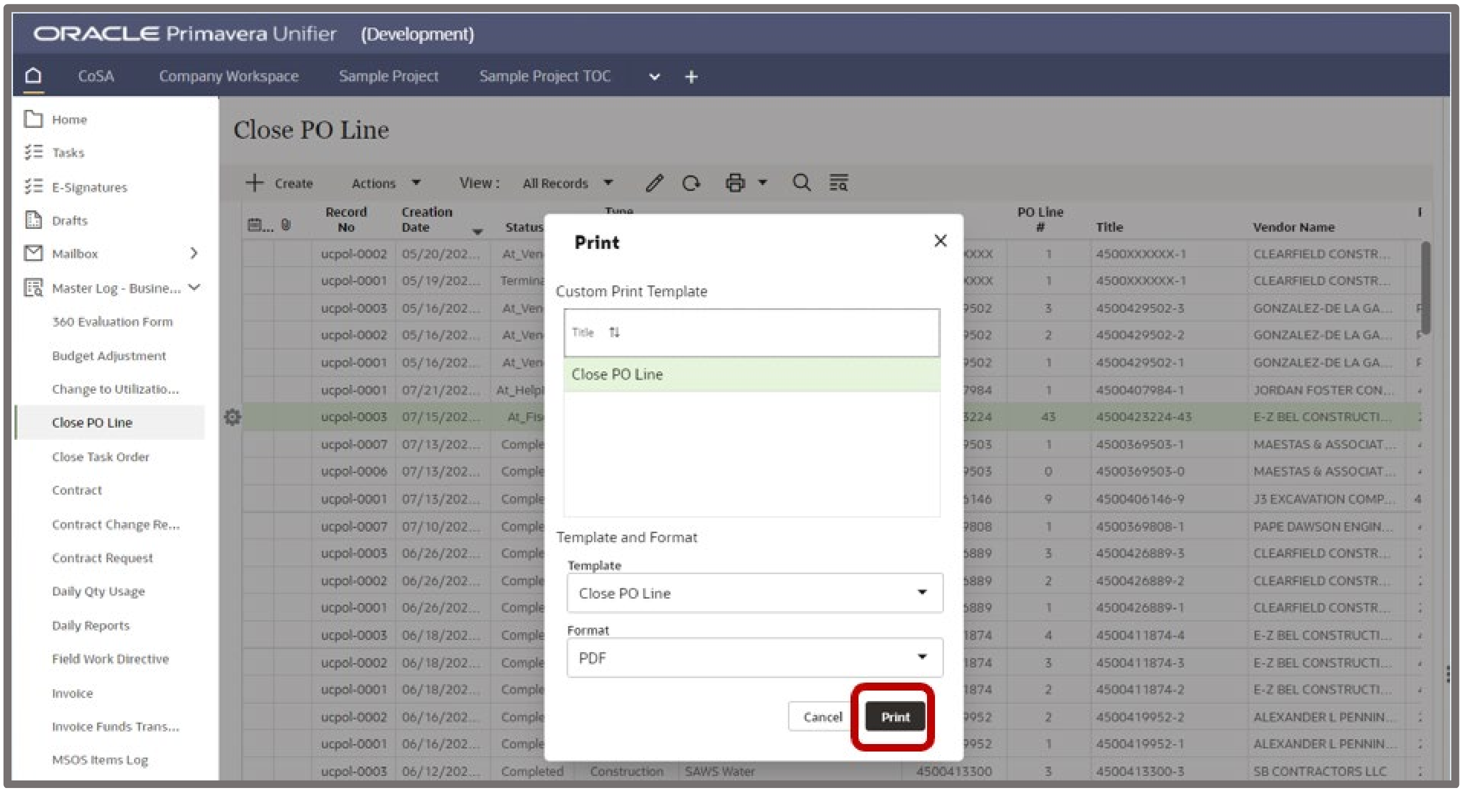


Figure 8b – Custom Print Continued



Close PO Line WebEx Video Guide

To access a WebEx recording on the Close PO Line BP, select the link below and enter the password PRIMELink1234 when prompted.

- Close PO Line: https://sanantonio.webex.com/recordingservice/sites/sanantonio/recording/playback/10f21a66b782103abfefdac644130ca8

CLOSE TASK ORDER (TO)

General

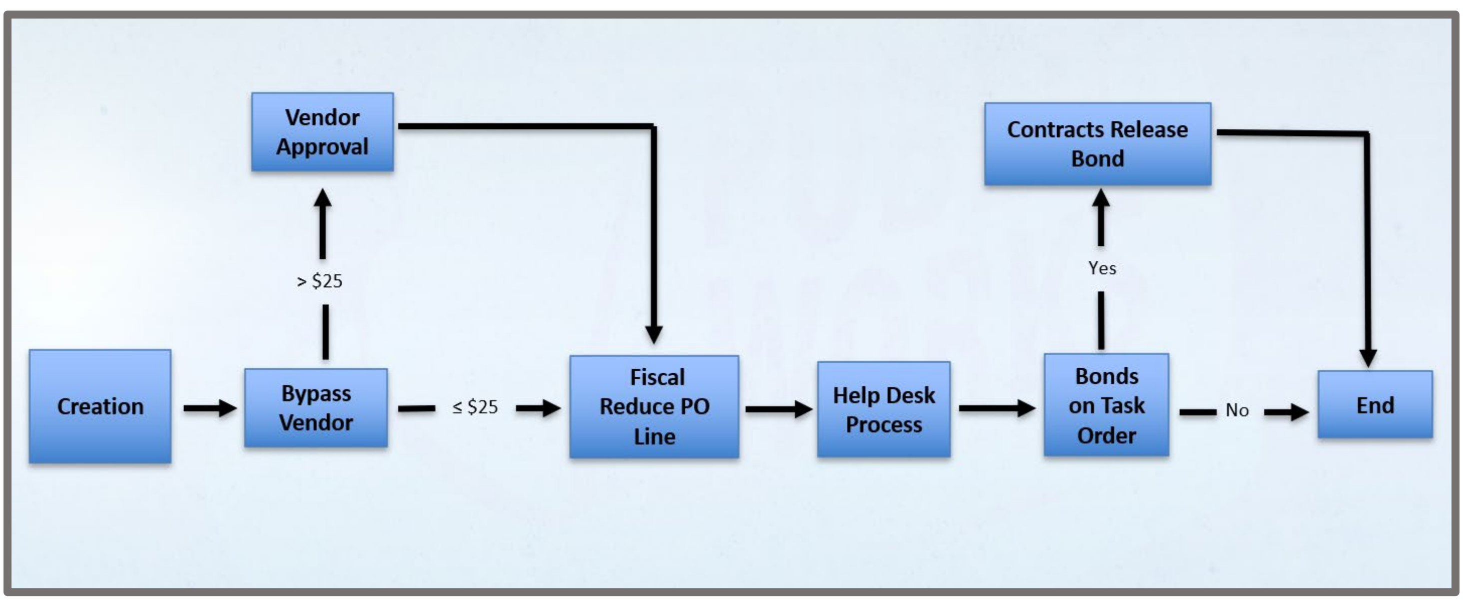
The Close Task Order (TO) Business Process (BP) is used to close a Purchase Order (PO) Line on an On-Call Contract that is paid from both the On-Call contract and the Project (Operations Traffic, JOC, etc.). This BP is created by the City Contract Manager and is routed through the Vendor. There are two workflows: one for a task order paid under the On-Call Contract and one for the task order paid under a Project. When the routing is complete, the PO Line in SAP is closed and the Schedule of Values (SOV) for the PO Line in PRIMELink is reduced to zero remaining value. The Vendor will no longer be able to invoice on the PO Line. All Payment Requests referencing this PO Line must be completed prior to submitting the Close Task Order BP. If the amount remaining is less than or equal to $25.00, the Close Task Order bypasses the Vendor to reduce the number of task orders the Vendor must process for very small amounts. It is also possible for the Contract Manager to cause the Close Task Order record to bypass the Vendor for any amount if there is an overriding need for it. The User Defined Report named "Task Order Status with Project" can be used to identify those task orders that require closing and which workflow to use.

Workflow

The workflow is shown in Figure 1. Highlights of the workflow are:

1. Close Task Orders are created by Contract Managers (CM).
2. The CM may bypass vendor review if the task order remaining amount is $25.00 or less or if there is an overriding need for it.
3. Task orders that have $0.00 remaining, do not require a Close TO.
4. Vendors can reject a Close TO which will send it for revision.
5. If the vendor rejects a Close TO, the CM may cancel it or resubmit for approval.
6. Approved Close TOs will automatically generate a SOV Line Change business process for the Helpdesk to finish the closeout.
7. Once the original task order is closed out, any additional task orders created to increase the original task order will be closed as if they are on the same PO Line.

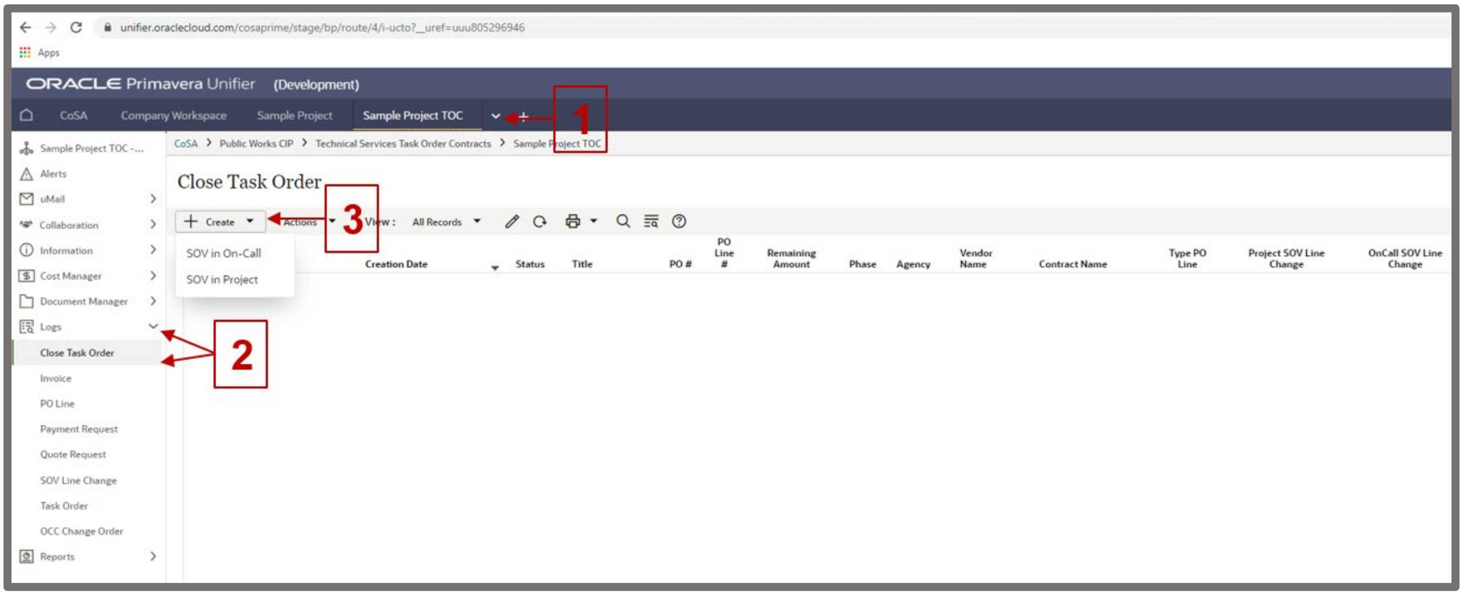
Figure 1 – Close TO Workflow



Close Task Order Business Process Location

The Close Task Order business process is located under the Contract Shell in the Logs folder. See Figure 2.

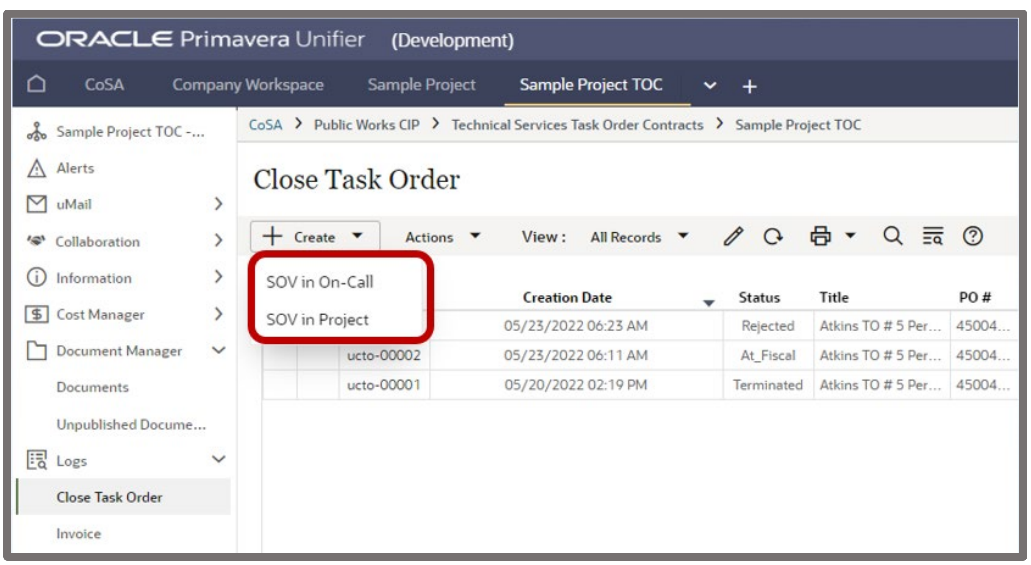
Figure 2 – Close TO Business Process Location



Creating a Close Task Order Record

1. All payment requests must be completed before closing a task order. Once a task order is closed, vendors will no longer be able to invoice against the purchase order line/task order.
2. To create the Close TO, go to Close Task Order located in the Logs folder under the contract shell and click on Create. You must select SOV in On-Call or SOV in Project depending on whether the PO Line is located in a project. See Figure 3.

Figure 3 – Creating a Close TO



3. The Close TO in On-Call Header Form is displayed in Figure 4a and Figure 4b.

Figure 4a – Close TO in On-Call Header Form

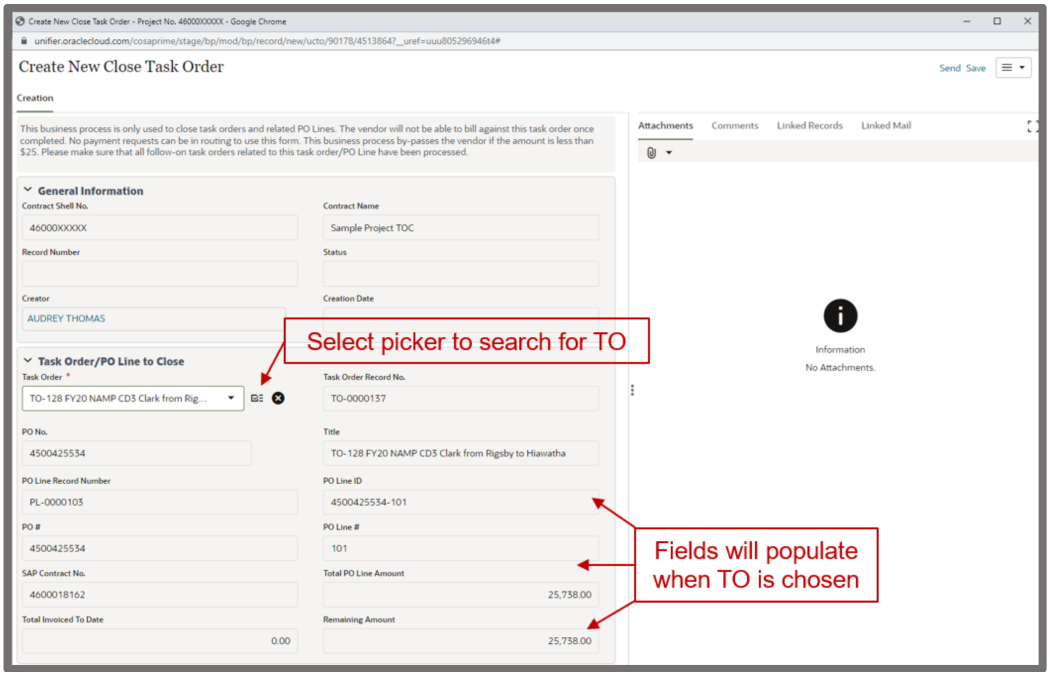
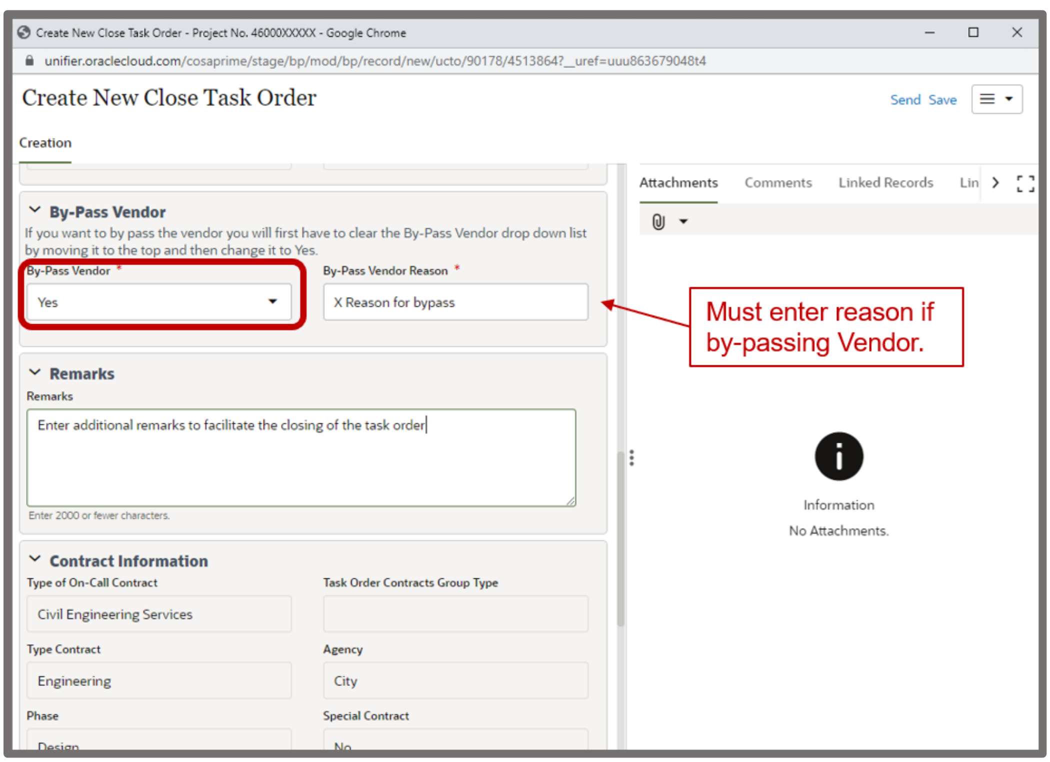


Figure 4b – Close TO in On-Call Header Form Continued



4. The Close TO in Project Header Form is displayed in Figure 5a and Figure 5b.
    a. The primary difference between the Close TO form in On-Call and the in Project is the Project version requires the Contract Manager to complete the Total PO Line Amount and Total Invoiced To Date fields and in the On-Call version these fields are automatically filled out.

Figure 5a – Close TO in Project Header Form

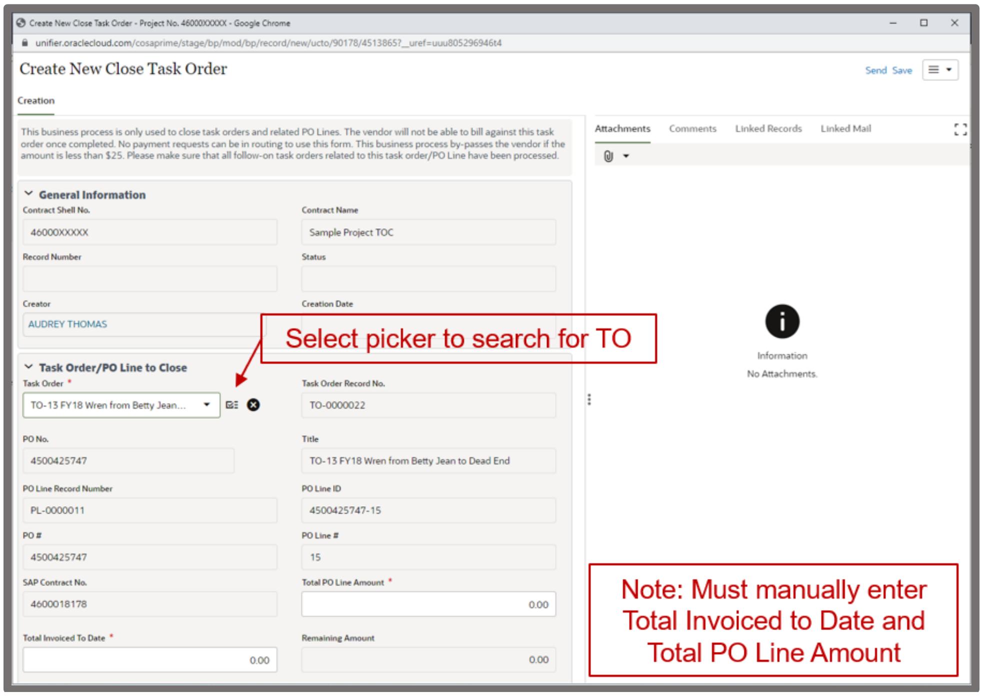
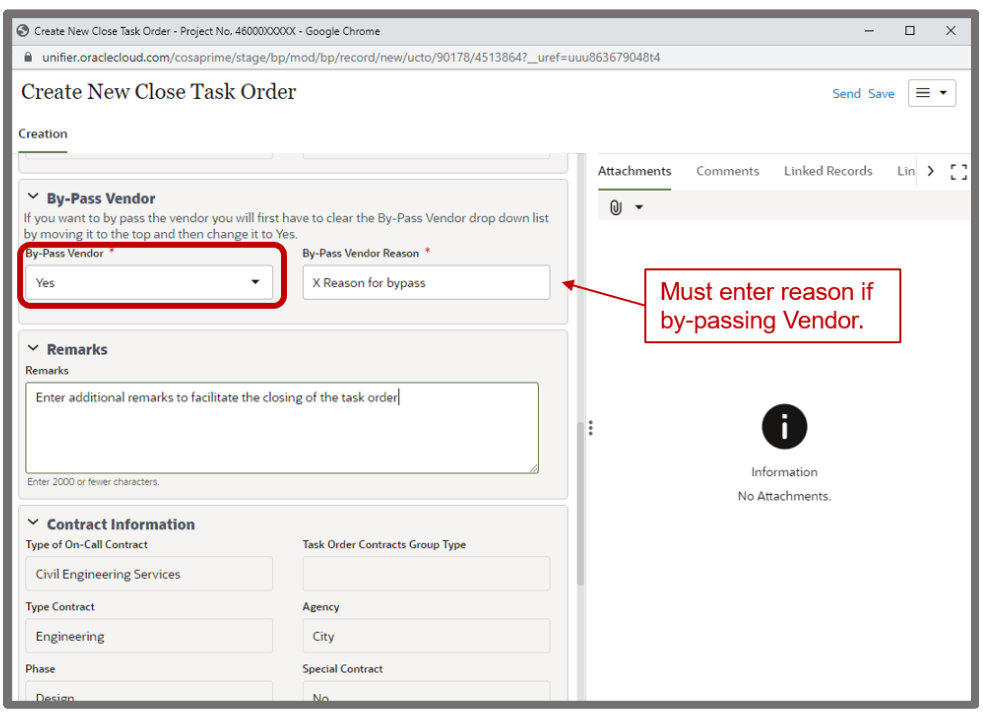
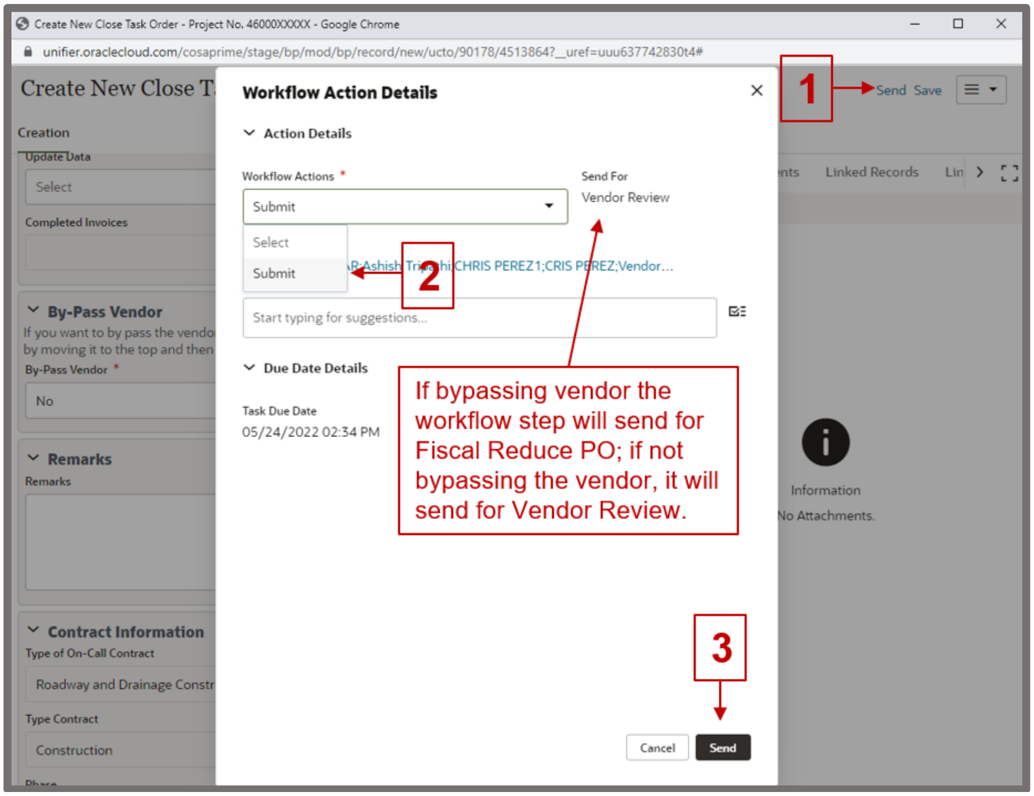


Figure 5b – Close TO in Project Header Form Continued



5. To submit the Close TO choose Send. Depending on whether the CM has chosen to bypass the vendor, the Close TO will submit to one of the following:
    a. Vendor Review – CM has NOT bypassed the vendor
    b. Fiscal Reduce PO – CM has bypassed the vendor

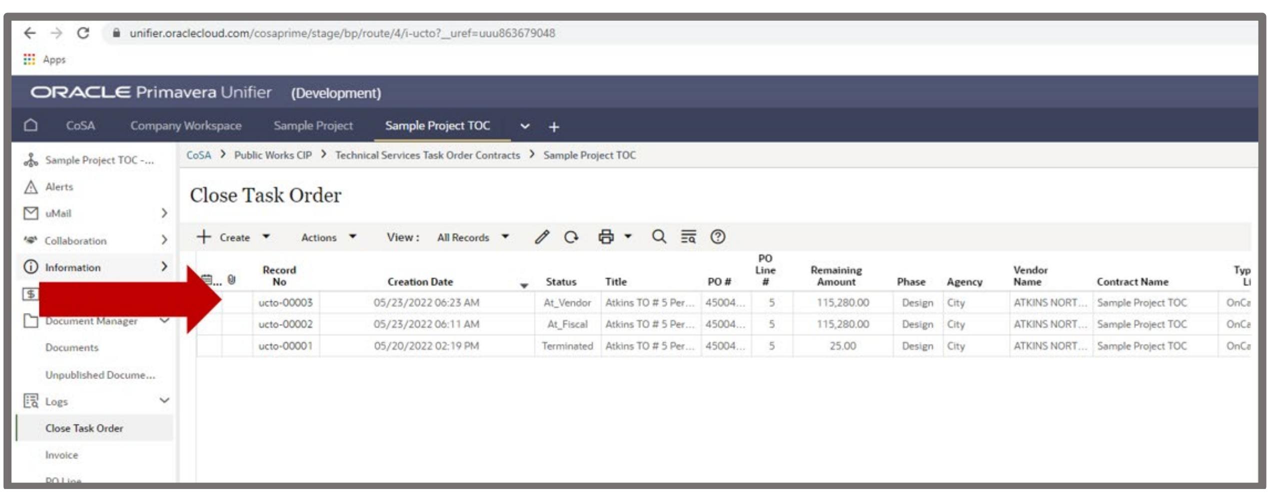
Figure 6 – Submitting



Reviewing a Close Task Order Record

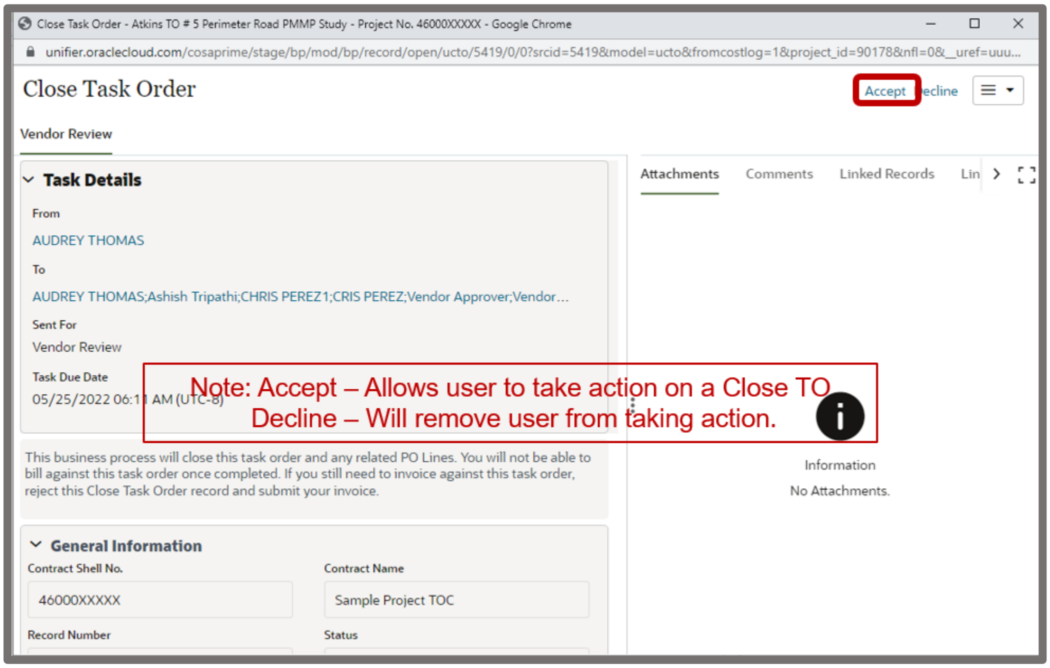
1. Locate and select the Close TO that is pending review as seen in Figure 7.

Figure 7 – Selecting Close TO for Review



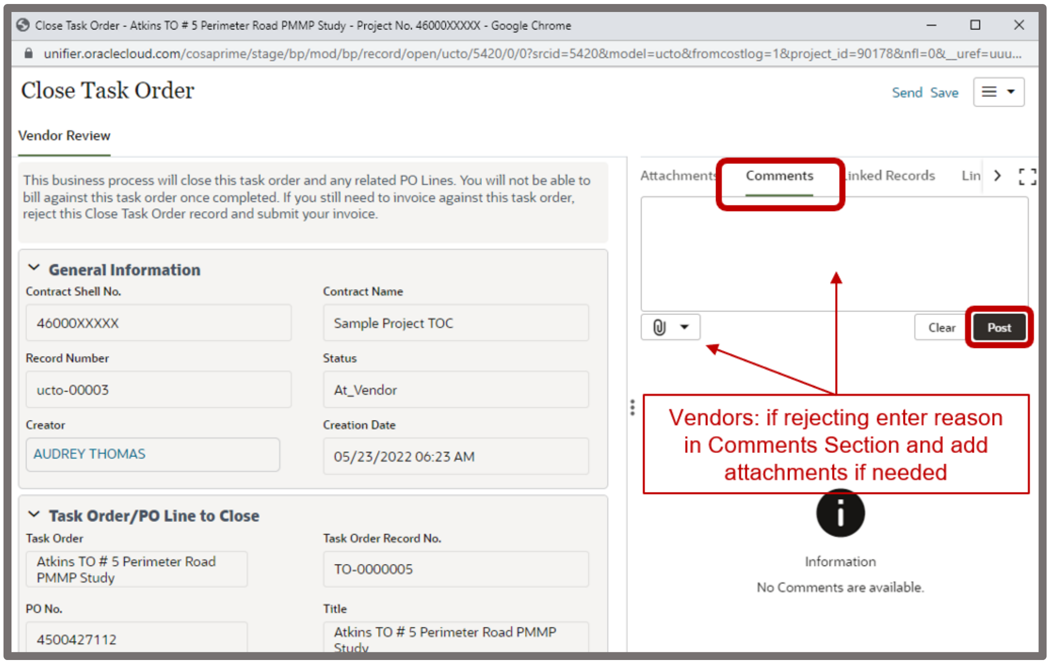
2. You have the option to either Accept or Decline a Close TO. Accepting will allow you to take action on the BP. Declining will not reject the Close TO but will remove you from taking action on the Close TO Record.

Figure 8 – Accepting / Declining



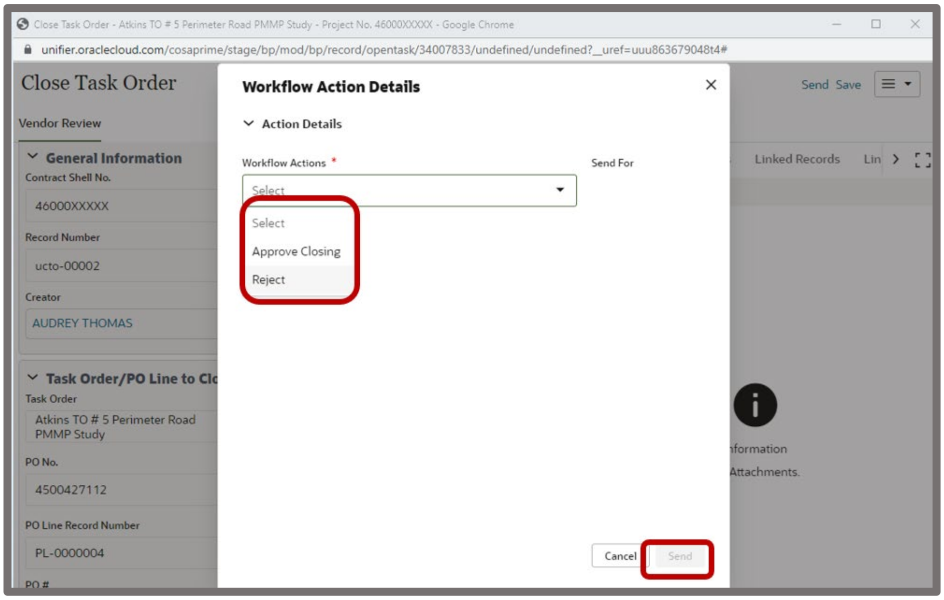
3. Vendors should post a reason for rejecting a Close TO request as seen in Figure 9. Comments may not be deleted once posted.

Figure 9 – Reviewer Comments



4. Upon receipt of a Close TO, the receiver has the following options:
   a. Approve Closing – sends the Close Task Order to Fiscal to reduce the PO
   b. Reject – Sends the Close TO back to the CM to revise
5. Once the Close TO has been approved by the Vendor and has been sent to Fiscal to reduce the PO, the Helpdesk team will reduce the schedule to $0.00 remaining value.

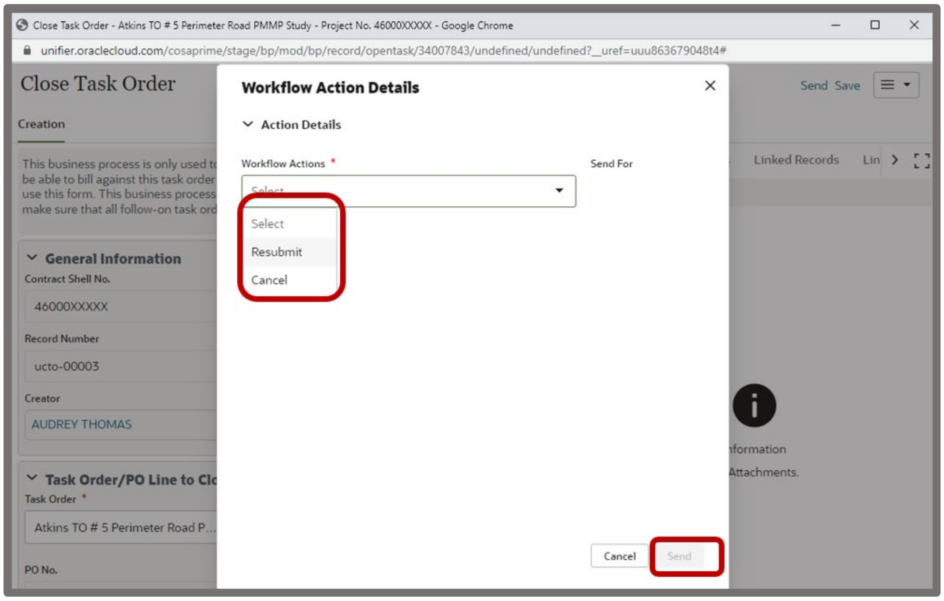
Figure 10 – Reviewer Workflow Actions



Revising a Close TO Record

1. After a Close TO is rejected by the Vendor, CMs will have the opportunity to revise the BP and Resubmit or Cancel the Close TO. See Figure 11.

Figure 11 – Revising

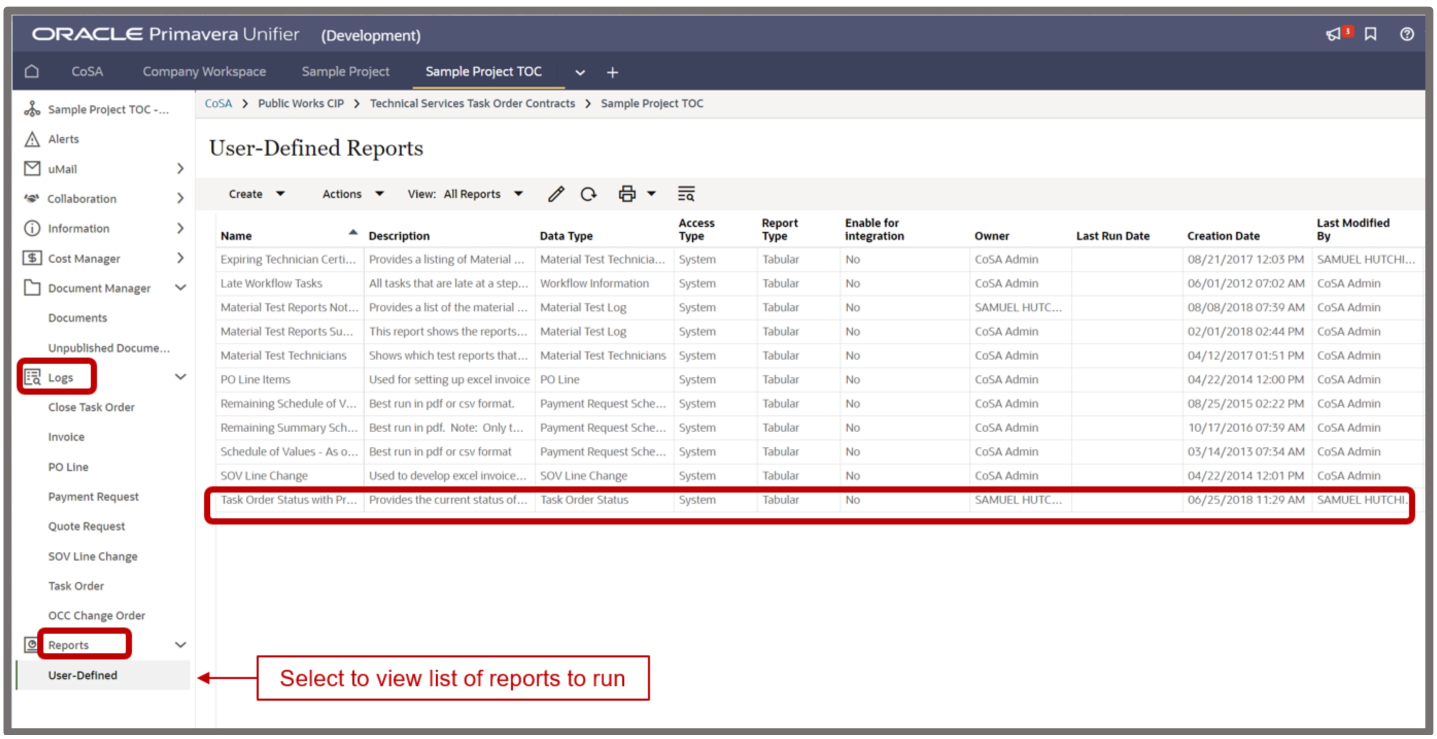


Task Order Status Report

The User Defined Report named "Task Order Status with Project" can be used to identify the task orders that have funds remaining and require closing. The report only looks at the first time a specific task order is entered. If a task order was submitted later to increase/decrease the amount of the original task order, the report includes the changes in the initial task order. The report also identifies the total authorized amount for the task order and the amount previously invoiced. This information is required for completing the Close Task Order BP. The report also identifies which project in PRIMELink the task order is being paid from.

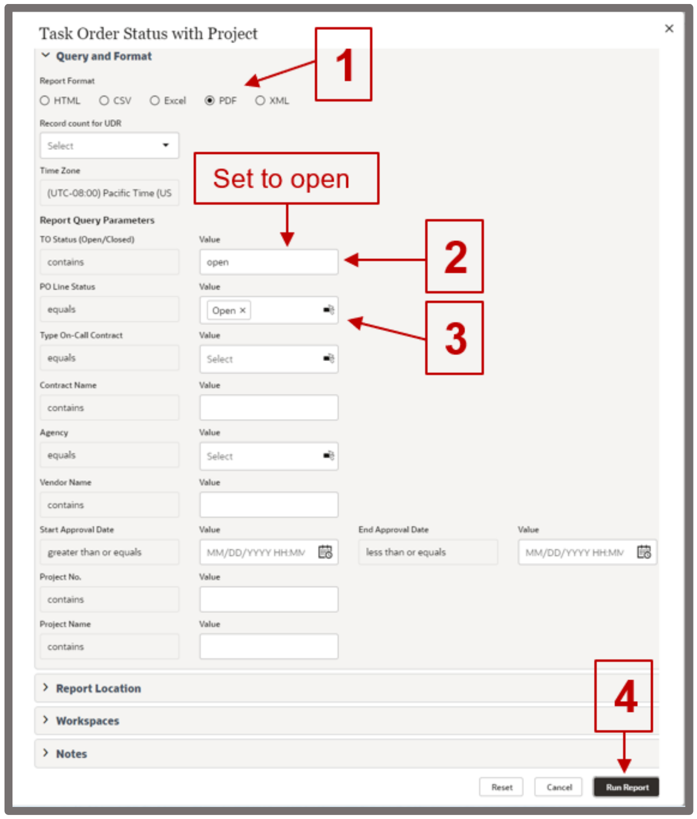
1. The report is located in the User-Defined Reports section of the On-Call Contract or the On-Call Contract Group. See Figure 12.
2. Open the Task Order status with Project Report

Figure 12 – Task Order Status with Project Report



3. Set the top filter to "Open". This will cause the report to only show the task orders that have funds remaining. YOU only need to close a task order if there are funds remaining. See Figure 13.
4. Please select PDF when running report.

Figure 13 – Filter Settings for Task Order Status with Project Report



5. The report will display as shown in Figure 14.

Figure 14 – Task Order Status with Project Report

Task Order Status with Project

Project Name: Sample Project TOC
Project Number: 46000XXXXX

05/23/2022

Task Order Title	RECORD #	Agency	Project No.	Project Name	Date Approved	Last Invoiced	Total Auth Amount	Total Invoiced	Remaining Amount	TO Status	PO Line Status
Sample Project TOC											
NA	TO-0000008	City	Sample	Sample	05/23/2022		5,679.00	0.00	5,679.00	Open	Open
Sample Project TOC							5,679.00	0.00	5,679.00		
							5,679.00	0.00	5,679.00		
Total:							5,679.00	0.00	5,679.00		

Count: 1

WebEx Video Guide

To access a WebEx recording on Close TOs, select the link below and enter the password PRIMELink1234 when prompted:

- Close Task Orders: https://sanantonio.webex.com/recordingservice/sites/sanantonio/recording/fbb7a0afb787103abff762a83002fd4a/playback

ASSISTANCE

Additional Resources

Find additional User Guides and Retainage Release Request submittal forms and procedures for horizontal and vertical projects at:

www.sanantonio.gov/TCI/CurrentVendorResources/COSAPrimeLink.aspx

Be on the lookout for periodic updates sent directly from COSA PRIMELink via e-mail on new procedures, overnight upgrades and other important insights.

Also, for information about receiving payments via ACH direct deposit, contact COSA Accounts Payable at 210-207-2064, select prompt #2.

Training

Vendors with active contracts are encouraged to attend hands-on COSA PRIMELink Training. These interactive, in-person sessions offer users a chance to log in via a staging environment to create invoices, RFIs, submittals and to approve/reject tasks. Contact the Helpdesk to register for the next beneficial session.

Webex training session are available Thursdays from 2:00 PM CT to 3:00 PM CT and Fridays from 3:00 PM CT to 4:00 PM CT. Alternative sessions are available upon request.

Instructional videos, straight from the helpdesk, will soon be available on-demand to help walk users through step-by-step directions on navigating some common questions.

Tips to Help Expedite Requests

To expedite the processing of task orders and other submissions, here are a few user tips directly from the helpdesk:

- Please be sure to share any pertinent information about the request in the Comments section to help in processing. Conversely, please look at the Comments section for any relevant notes.
- If cutting-and-pasting any numbers with commas, remember to remove the commas to let PRIMELink auto-populate them. An error message will occur otherwise.
- Users are asked to please add a phone number under profile for any follow-up submission questions.
- As needed, hit Control+F5 to Refresh the screen in PRIMELink.

Final Notes

Thank you for your interest in COSA PRIMELink. Please keep in mind that each day at approximately 4 p.m. Central, users may experience an interruption of service. This serves as a reminder to save drafts of work periodically, especially leading up to/and just after that timeframe to avoid any lost input.

Currently, COSA PRIMELink has a total of 1,500 active-user subscriptions. PrimeLink may automatically close-out service for users who do not access the system for a period of a couple of months. Should this happen, please reach-out to the PrimeLink team for reactivation.

PRIMELink may disable user access due to password sharing.

CITY OF SAN ANTONIO
PUBLIC WORKS DEPARTMENT

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