



Best Practices Workflows



Agenda

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



Introduction- Alma Workflows

Acquisitions

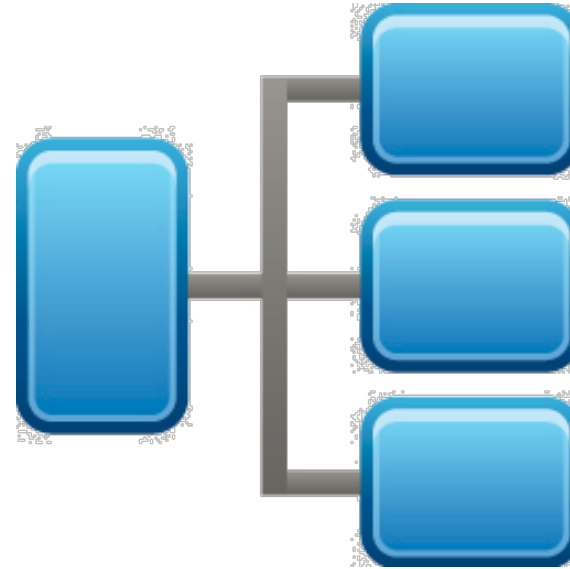
- purchasing/receiving
- invoicing
- record imports

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.



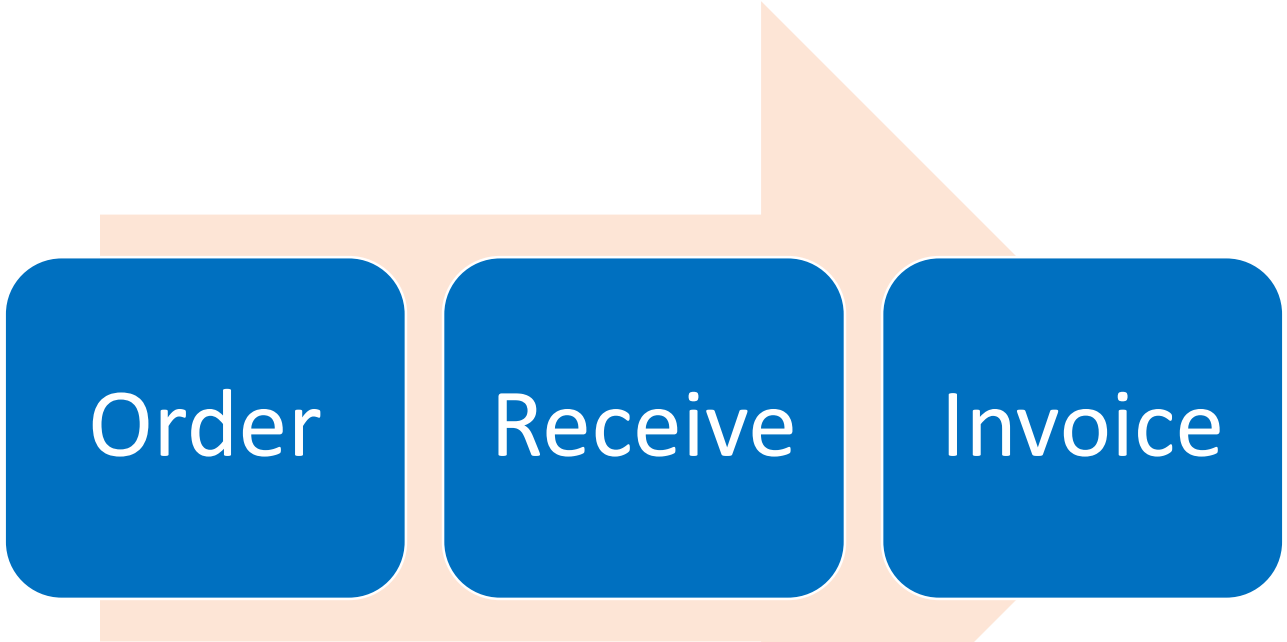


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Acquisitions Workflow



- EOD File
- Create PO Line Manually

- From PO/Manually
- Excel file
- EDI

I. Ordering Considerations

Create purchase review rules and switch default rule from true (review) to false (skip review)



Purchasing Review Rule Editor

Name *

Description

Created By **Librarian, System** Created On -

Updated By **Implementer, Ex Libris** Updated On **2018/05/20**

Input Parameters

AssertionCode in *

AcquisitionMethod in *

VendorCode in

POLineType in *

SourceType in *

Output Parameters

Result * False True

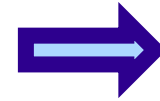


Ordering – Import Profiles

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)



Ordering Considerations



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 Receive

Keep in Department Copy Cataloging Shelf Ready Received Date 2018/05/20

One Time Continuous

1 - 20 of 29 All Filter by vendor Clear all

Status: Sent Locate: Order Lines Filter orders with interested users: No Filter orders with patron requests: No Clear all

#	Item description	Status	Locations	# Ordered	Items Received	Date Sent	Next Step	Ru	Note	Receivn note	Interests Users
1	POL-7... Chain of title : how three ordinary Americans uncovered Wall Street's great foreclosure fraud / David Dayen., New York ; The New Press,, 2016, 9781620971581 (hardback), ISBN	Sent	Law Library - Stacks (1)	1	0	2017/11...	-				...
2	POL-7... Martin Luther : rebel in an age of upheaval / Heinz Schilling., New York, NY ; Oxford University Press,, 2017, 9780198722816 (hardback), ISBN	Sent	Graduate Library - Stacks (1)	1	0	2018/01...	-				...

Receiving- Claiming

Use Claiming if item not received

- Parameters defined in vendor record.

Claim Date Calculation	Examples
Expected receipt date after ordering + claiming grace period	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 .
Serial issues: Receipt date of last-received issue + claiming grace period + subscription interval	Received last issue on April 1 st + claiming grace period of 5 days + subscription interval of 30 days. Expected arrival date: May 6 th .

Receiving- Claiming



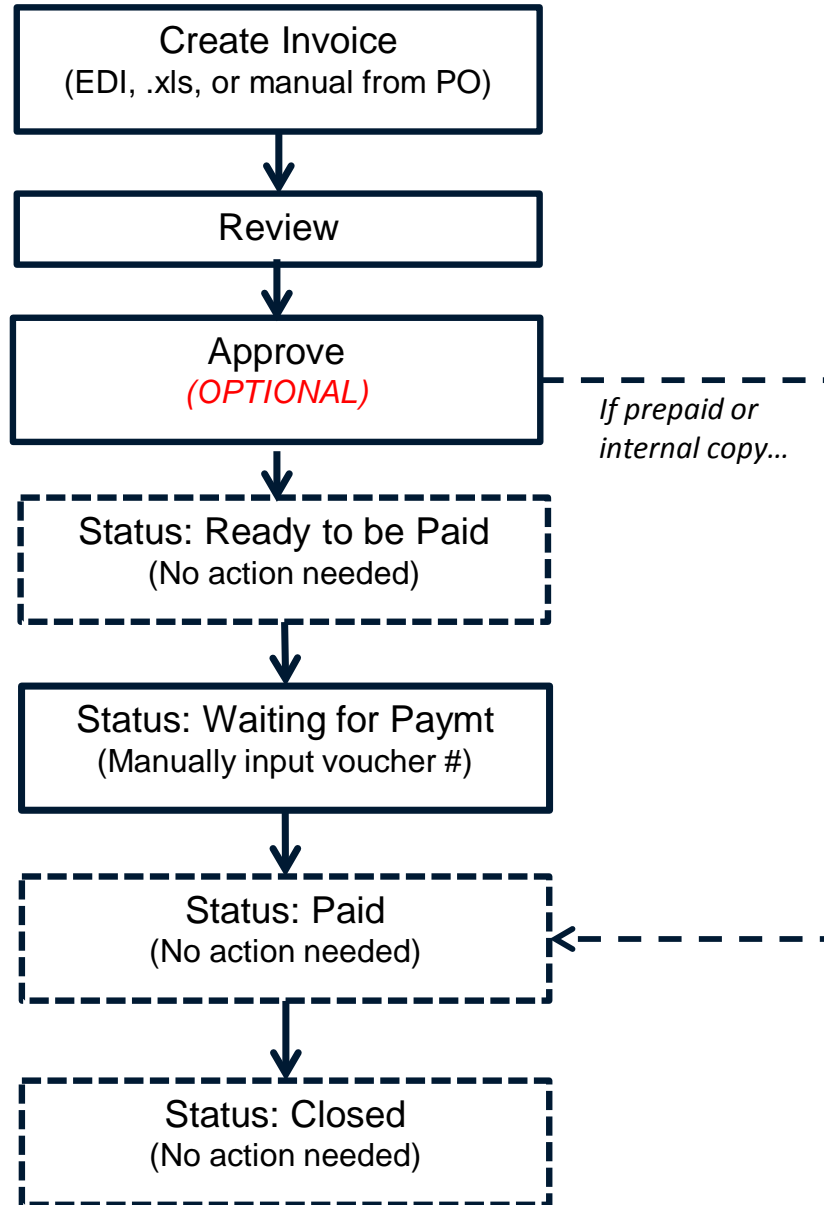
Claiming Job Runs nightly

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 POs: Manually send email to vendor from PO Line > Communications tab

III. Invoice Workflow (No ERP)





Invoice Workflow : Prepaid Invoices (No ERP)

Prepaid checkbox is enabled when payment is *not handled by Accounting*.

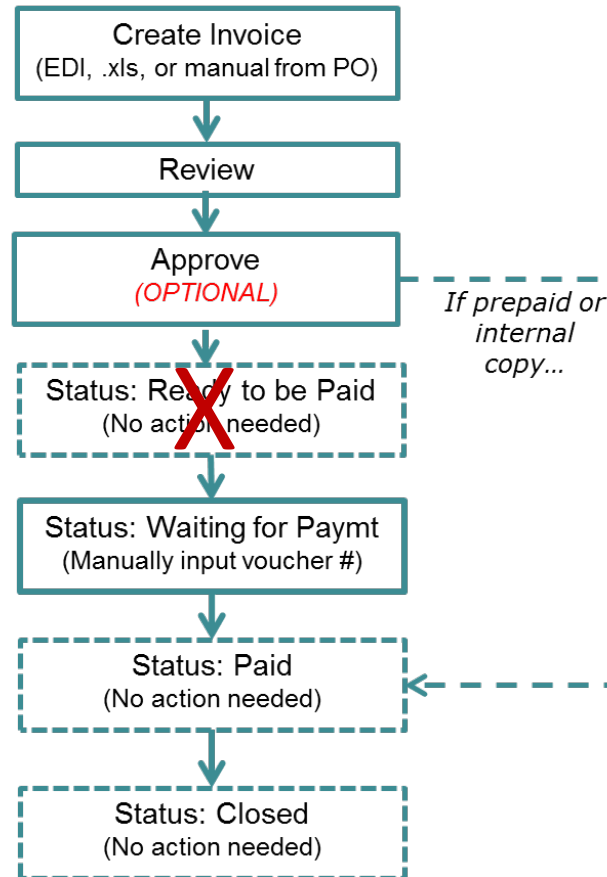
Payment Information ▼

Prepaid <input checked="" type="checkbox"/>			
Payment status	<input type="text" value="Paid"/>	Payment identifier	<input type="text" value="13913"/>
Payment date	<input type="text" value="2018/05/20"/> <input type="button" value="X"/> <input type="button" value="📅"/>	Payment amount *	<input type="text" value="27.95"/> <input type="button" value="USD"/>

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.

Invoicing Workflow



Invoice Workflow Considerations (No ERP)

Configure *skipping* Ready to be Paid step:

- Click **Customize** button and set **invoice_skip_erp** parameter value to *true*

11	handle_invoice_payment	acquisition	true	
12	invoice_allow_vat_in_line_level	acquisition	false	
13	invoice_high_total_price	acquisition	2500	
14	invoice_high_total_use_currency	acquisition	false	If true then invoice price
15	invoice_not_unique	acquisition	false	
16	invoice_prefix	acquisition	INV-	
17	invoice_skip_erp	acquisition	true	Dont send invoices to E
18	Invoice_split_additional_charge	acquisition	false	
19	invoice_subscription_overlap	acquisition	true	

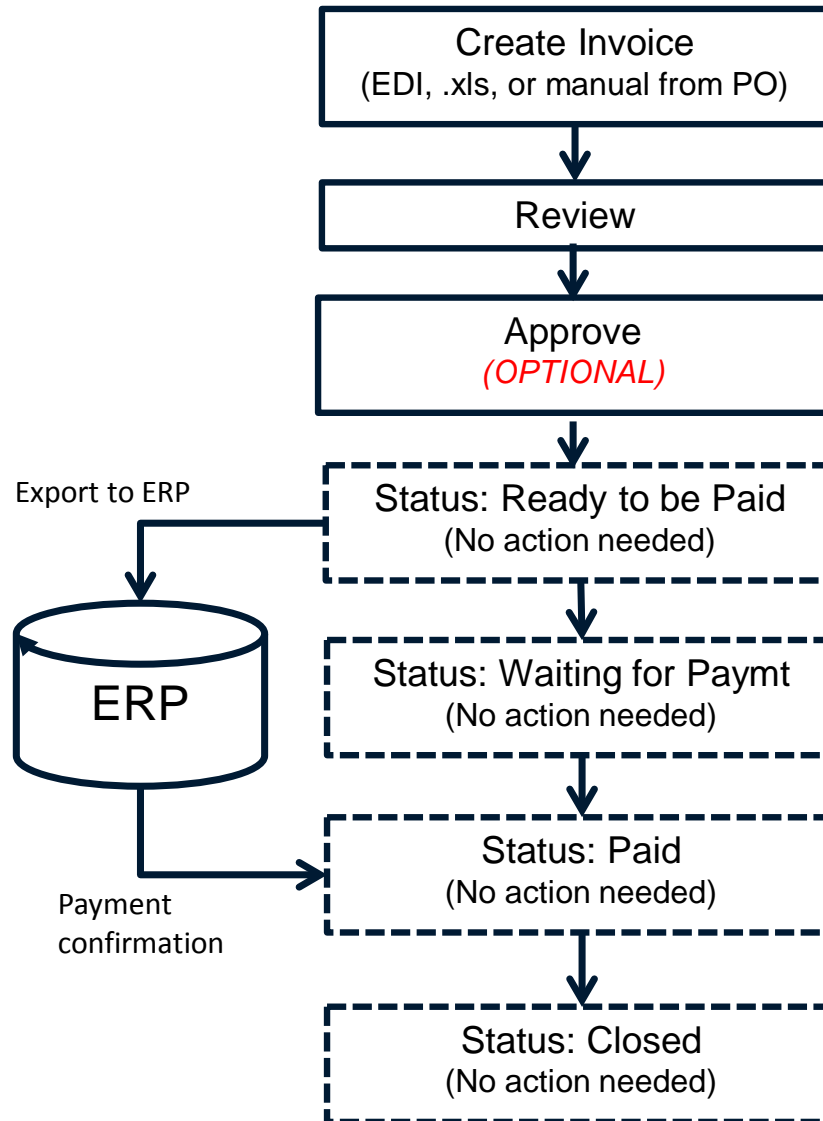


Invoice Workflow Considerations (No ERP)

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)



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 Payment

Code	ERP
Integration Type	Finance

General Information Actions Contact Info

IMPORT PAYMENT CONFIRMATION

Active * Active Inactive

Input File Path

Run

Schedule

EXPORT INVOICES FOR PAYMENT

Active * Active Inactive

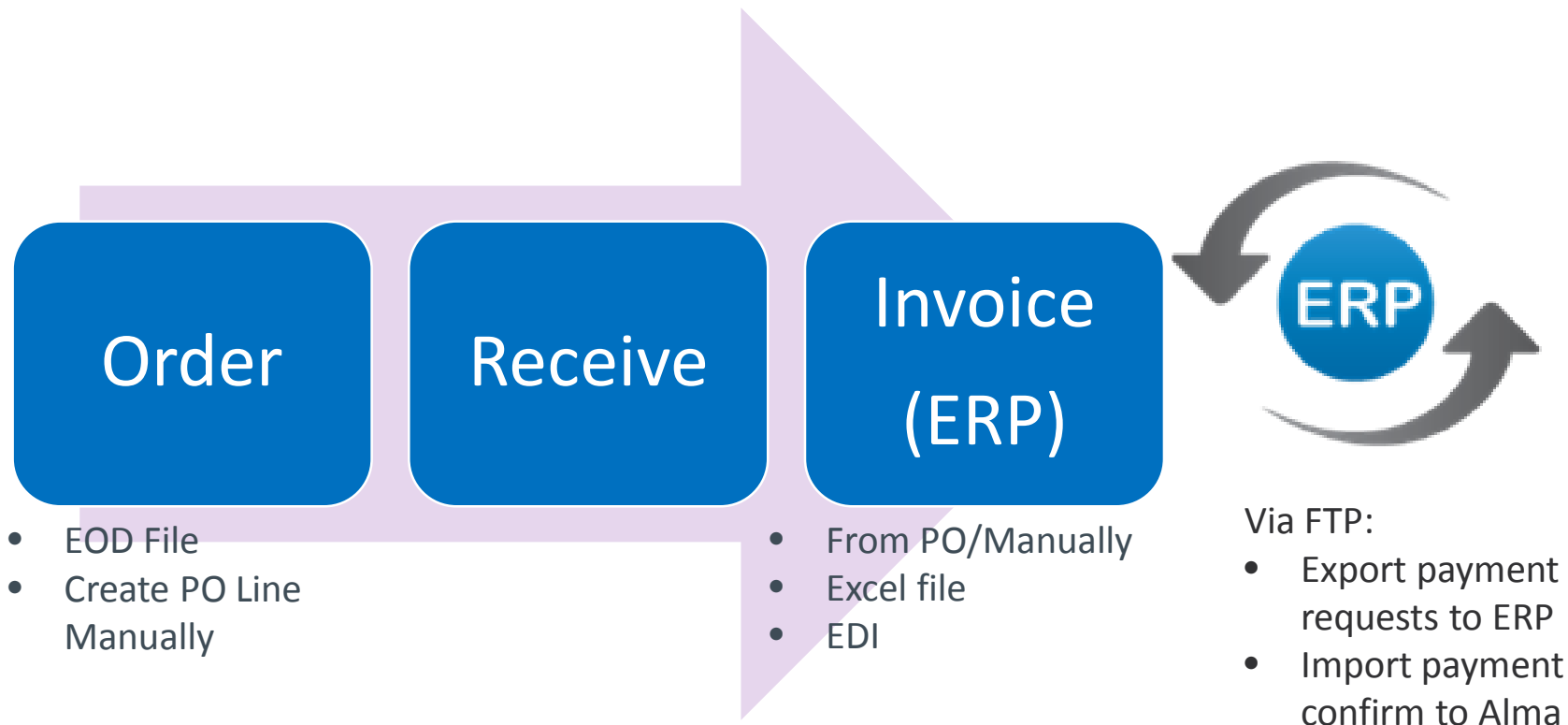
Output File Path

Run

Schedule



Invoice Workflow (with ERP)





Invoice Workflow : Internal Copy

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

Payment Information ▼

Prepaid

Internal copy

Payment status **Paid** ▼

Payment date **2018/05/20** ✕ 📅

Payment identifier **13913**

Payment amount * **27.95** USD ▼

Invoice Workflow : Prepaid Invoice (with ERP)

Invoice number *	PO-13913	Invoice date *	2018/05/20
Vendor *	YANKEE	Vendor account	Yankee Book Peddler
Total amount *	27.95 USD	Total invoice lines amount	27.95 USD
Vendor contact person	-	Payment method	Credit card
Invoice reference #		Creation from	From PO
Owner	Law Library		

Additional Charges

Use pro rata

VAT

VAT code		Update Amount	
VAT %	0.0	VAT type	Inclusive
Amount	0.0	Expended from fund	<input checked="" type="checkbox"/>
Vendor tax (local currency)			

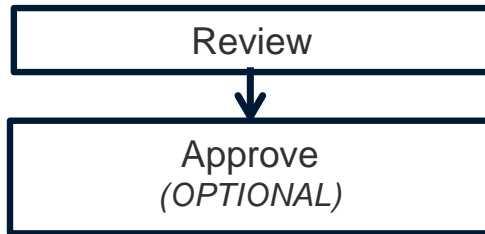
Payment Information

Prepaid	<input checked="" type="checkbox"/>
Internal copy	<input type="checkbox"/>
Export to financial system	<input checked="" type="checkbox"/>

Payment status	Paid	Payment identifier	13913
Payment date	2018/05/20	Payment amount *	27.95 USD

Invoice Workflow – Decisions

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



Acquisitions Configuration > Configuration Menu > Invoice Approval Rules.

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

The image displays two screenshots from a software application. The left screenshot shows a menu titled 'Receiving and Invoicing' with options: 'Receive', 'Create Invoice', 'Review', 'Approve', and 'Waiting for Payment'. The 'Create Invoice' option is highlighted with a red rectangular box. A red arrow points from this box to the right screenshot. The right screenshot is a dialog box titled 'Select Invoice Creation Process'. It contains three radio button options under the heading 'Invoice Creation': 'Manually', 'From PO', and 'From File'. The 'From PO' option is selected. At the bottom of the dialog, there is a checkbox labeled 'Handle Receiving' which is checked and also highlighted with a red rectangular box.



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Fulfillment Workflow: Physical Item Requests

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

Fulfillment Workflow: Personal Delivery

Alma allows personal delivery of requested physical items to a user's office or home



< Create Request

Hell to pay : Operation Downfall and the invasion of Japan, 1945-47 /

Institution Clean Training

Create Request

Request Type * Patron physical item request

Requester * Braun, Connie

Note

Pickup At * Look-up or select

Additional Request At

- Main Library
- Music Library
- Science Library
- Riverside Campus >
- Uptown Campus >
- No Campus >
- Personal Delivery >

+ Add Address

Creation Date	Type
2018/05/21 07:31:56 CDT	Home
2011/12/17 13:05:47 CST	Work

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:

A screenshot of a search interface. At the top left, there is a blue button labeled 'Physical items' with a dropdown arrow. To its right, the text 'Zone:' is followed by two radio buttons: 'Institution' (selected) and 'Community'. Below this, there are three search criteria: 'Physical item: Process type' with a dropdown arrow, 'Equals' with a dropdown arrow, and a text input field containing 'Lost' with a dropdown arrow. To the right of the input field are a plus sign and a share icon. At the bottom right, there is a 'Clear form' link and a blue 'Search' button.

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.

Intereconomics.

[Edit Record](#)[Portfolio List](#)

Journal {Journal - Electronic} text; computer; online resource By Hamburgisches Welt-Wirtschafts-Archiv (1919-1970), (Hamburg : Verlag Weltarchiv Began with v. 1 (Jan. 1966).)

Subject: Economic history--Periodicals. Commerce--Periodicals. Germany--Economic conditions--Periodicals. and others

Language: English

ISSN: 0020-5346 and others

Record number:
(DE-599)ZDB2066476-X

Update Date:
05/21/2018

Physical

Electronic (5)

Digital

[Other details](#)

Bibliographic

Intereconomics. - View Only - Community record, Created by SFX (02/25/2012 19:00:58 EST), Modified by SFX (05/21/2018 03:38:11 EDT)

035 \$\$\$ (CONSER)--2010223059

042 \$\$a pcc

043 \$\$a e-gx--

050 1 4 \$\$a HF1410

070 0 \$\$a HF17.I5

082 0 4 \$\$a 382

130 0 \$\$a Inter-economics (Online)

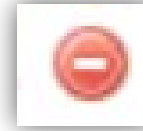
210 \$\$a INTERECONOMICS REVIEW OF INTERNATIONAL TRADE AND DEVELOPMENT

210 \$\$a INTER ECON

222 0 \$\$a Intereconomics \$\$b (Berlin. Internet)

Edit CZ Record in Metadata Editor

Note that the 022 field is not editable:



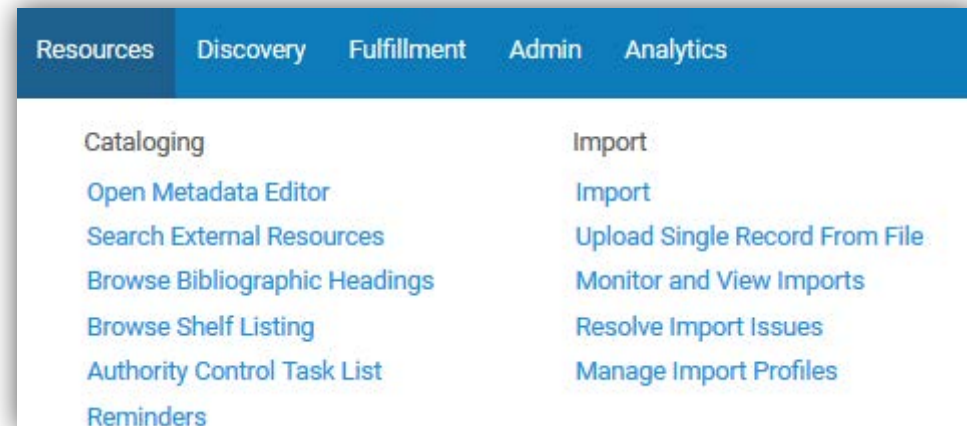
- Edits to 022 field can currently affect the link resolution that is dependent on the 022 field; restriction to be removed in a future release.

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!

<http://knowledge.exlibrisgroup.com>

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