# Advanced Requisition Management
## Frequently Asked Questions

1. **What is ARM (Advanced Requisition Management)?**
   ARM is a web based solution fully integrated with Air Niugini's Finance System, EPICOR allowing the fast and simple entry and approval routing of requisitions through to the resulting purchase orders and internal transfer requests. At Air Niugini, ARM is replacing the Supply Requisition (SR) and LPO books with electronic entry and approval of requisitions and purchase orders.

2. **How does it work?**
   Departments utilizing SR or LPO will be granted access to ARM and a workflow specific to the department for requisitioning/purchasing will be created. This lets a requisition to be raised and submitted by a Data Entry Officer (Requisitioner) and electronically delivered to the relevant Manager for approval.

3. **Who is allowed to have access to ARM to raise requisitions?**
   A Data Entry Officer (Requisitioner) which are usually your respective department secretaries, admin officers, supervisors or co-ordinators who are primarily responsible for raising requisitions or purchasing for the department. Access will be authorised and granted by IT Department after completion of Basic Training and submission of an authorised System Application form.

4. **Who is responsible for approving my department's requisitions?**
   Your respective Department Manager/ Executive Manager will be your first level of approval followed by your respective Divisional General Manager.
   (The Rule for the approval routing is based on the GL Account Code of the item or service requested.).
   Your GM will not be allowed to approve requisitions for another division.

5. **As a Requisitioner how can I access ARM?**
   ARM is only compatible with Internet Explorer web browser. Open Internet Explorer, type the following URL http://vmarm/arm and press enter to access ARM.

6. **How can I obtain goods and services by using ARM?**
   - You can raise requisitions for general stock items in Commercial Stores
     E.g. stationary, food items, uniforms, commercial toiletry items etc.
   - You can raise requisitions for items that are not stocked by Commercial Stores and external services that are not provided by Air Niugini
   - Upon approval of Requisitions your purchase orders are raised directly in ARM to purchase goods and services (PO creation only applicable to commercial stores staff)

7. **Can I upload supporting documents such as quotations and invoices for my requisition in ARM for reference?**
   Yes you can. ARM has the function to upload and save any document in regard to your requisition.

8. **Is there a limit to the amount of document that I can upload related to my requisition?**
   There is no limit on the number of documents (invoices) that can be attached to a requisition.

9. **When submitting a requisition for approval I receive an error message "Suspended notice". Why does this happen?**
   - The system approval tree was not in active state when your requisition was submitted. In this case the requisition will be submitted once IT activate the approval tree

- You are raising a requisition for an item code that is not configured for your department. This can be easily fixed by requesting for the additional item code to be enabled for you.
- Due to other technical issues

**10.** **How do I find a "Suspended Requisition" that I didn't take note of the requisition number** **Step 1:** Click on *Requisition* tab on the left side menu bar.
**Step 2:** Select *Suspended* on the drop-down list.
**Step 3:** Select *Search* and view a list of all suspended requisitions raised by you.

**11.** **Who do I contact if I am having issues with ARM**

An email must be sent to it.helpdesk@airniugini.com.pg to report the issue. A job will be assigned to the system administrator to assist you with your query.

**12.** **In the event I made a mistake on a summited requisition how can I edit it?**

Advice your 1$^{st}$ level approver (manager) to click on Review on the menu tab on the right and reassign the requisition back to you to edit your items. You can do your edits and resubmit your requisition to progress it to the next level.

**13.** **What is the difference between CAT and NON-CAT items?**

CAT is short for Catalogue and NON-CAT for Non-Catalogue. In PX, we make reference for CAT as STOCK ITEM, items that are stocked by Commercial Stores where as NON-CAT as NON-STOCK ITEM, items that are not stocked or provided by Commercial Stores that would require a Purchase Order to be generated to purchase from a vendor.

**14.** **How do I close a Purchase Order?**

**Step 1:** From your ARM Homepage, click on the **POs** button positioned down the left-hand menu

**Step 2:** Enter the Purchase Order reference into the Purchase Order No. field and click on Search button. If the Purchase Order record exists, the record will be displayed in the search results section.

**Step 3:** Click on the Purchase order number that appears in the search result section to view the record details.

**Step 4:** If all items on the quote have been received at your end fill in details such as Receive Date and Receipt Note (if applicable). By default, quantity value will show in the Receive Box and Close Check box will be automatically selected. Click POST on the Menu tab to register.

**Note: In the event items are partially received:**
**Option 1:** Always ask the vendor to provide a revised quote for the correct items received. Attach the new quote and edit the value on the Receive box then click on POST. Do not POST if there is no revised quote provided
**Option 2:** If the items are on back order wait for the vendor to fully deliver all the items on the initial invoice then POST.

**Step 5:** A confirmation window will be displayed, click OK to save details.