

# Business World

## FAQs



### POST-GO LIVE FAQs

Updated | 3 May 2017

Business World is changing the way absolutely everyone in the Council does day-to-day tasks such as expenses, timesheets, booking leave, buying things and budgeting. It is replacing the three main systems that are used to manage our staff and finances - Resourcelink, FIS and Proactis - with a single modern, efficient and integrated system.

#### Business World go-live

The system went live throughout the day on 3 April. Staff who are on the Council Network and have access to IT (Council Admin IT) can now access the system either from the icon on their desktop or from a link on the intranet home page.

Functions including **updating personal information, requesting and approving expenses and procurement of goods and services** are available. As planned, other areas will be rolled out in due course. This includes the annual leave request and approval process which will be phased in after go live. In the meantime, staff should continue to use the current system in their department for annual leave requests and approval.

Staff who are not part of the Council Admin IT group (see below) should continue to work as they normally do **until advised otherwise**:

- Staff with a Glow email address only and access to curricular network PCs [curricular network only IT users]
- Staff who are currently non-ICT users at work [non-ICT users]
- Staff who use a partner (e.g. NHS) device [partner ICT users]

### FAQs

The FAQs below are the most commonly asked questions received by the Project Team **after** Business World went live.

A set of [Pre Go-Live FAQs](#) are also available which contain questions asked **before** the system went live on 3 April.

### General

- **I've tried to log-in to Business World from Google Chrome and it doesn't work.**

You have to use Internet Explorer to access Business World.

- **I no longer have access to things I used to.**

Authorisation of financial and HR related transactions rules are driven by the Scheme of Delegation (SOD) in Business World which is linked to where your position has been attached to the line manager and cost centre structure management within the Council. This is to ensure compliance with our financial, HR and Procurement policies. Due to the structure of the roles/SOD and how the Business World's data and menu access controls have been grouped, you may or

may not have menu items that others have, and may or may not have access to functionality that you previously had access to.

- **Why don't I have the same access as my colleague?**

Menu access and key processing tasks, such as ability to raise a sales order and whether you can see information on other members of your team, are allocated to your position by 'User Role(s)'.

- **Why can't I use the 'substitutes' functionality? When will it become available?**

This has not been rolled out yet. It is important in an integrated system that we are careful not to compromise the robust data controls through the use of substitutes. We are working on making this as simple as possible and will let you know when this is ready to be used.

- **Why can't I use the experience packs?**

This area is still under development and has no functionality at this time. We will advise when it becomes available.

## Finance

- **My cost centre does not work - have they changed? How do I know that I'm using the right one?**

There is a new Chart of Accounts - information about this can be found on the intranet: Your Job> Business World. If you input your old code to the Business World Code Converter, it will give you your new code.

- **How do I attach receipts to my expenses claims in Business World?**

Business World will allow you attach a scanned copy of receipts to the claim via the Documents area. Simply select the paperclip icon to upload a document and then browse to find the file containing the scan of your receipt.

- **Where can I find my new BW Finance code?**

The finance code converter tool and list of new codes are available on the intranet.

- **How do I request a new finance code?**

A new process is being developed for requesting additional codes. In the meantime, all requests for new codes to be created should be emailed to:

[BusinessWorld@scotborders.gov.uk](mailto:BusinessWorld@scotborders.gov.uk)

## HR | payroll, leave, recruitment, absence, flexi, PVG

- **My Continuous Service is incorrect - how do I update this?**

We are aware of the issue and are looking at a resolution. Employees can be assured that the correct service is being used to determine any contractual entitlements.

- **How do I request annual leave in Business World?**

Staff should continue to request annual leave as they did before the launch of Business World until advised otherwise.

- **What does the term 'absence' refer to?**

In Business World this refers to both unplanned and planned absences from work.

- **How do I submit a leaver's form?**

Until full functionality has been launched continue to use the Leavers Form available on the intranet.

## **Purchasing and Procurement | Proactis, ordering**

- **I am trying to raise a purchase order and a new product is required - what do I do?**

You need to complete and submit the 'New Supplier/Product Request Form' which is under the Forms section within Business World.

- **I need to request a new supplier - what do I do?**

You need to complete and submit the 'New Supplier/Product Request Form' which is under the Forms section within Business World.

- **Is there a way to prevent/suppress the emailing of an order to a supplier when raising a requisition i.e. a dummy order placed following receipt of the invoice? The supplier does not need to see the order in this situation, as I've already received the invoice.**

No, you cannot prevent the email order being sent.