PURCHASE REQUEST

**Hardware Request Workflow:** The Requester can access the Request Form using the Request Hardware link available in the Asset Management category.

This feeder process starts with a Request Form which displays the Requester information. The Requester can request hardware for themselves or for someone else. This may be applicable in the event that a Manager/Lead needs to acquire hardware for a new employee just joining the company or needs to submit the request for someone who cannot access the Service Catalog. Approver information is also displayed on the form. After this form, the Requester gets a form with a Shopping Cart and they can add items in the cart using the following three options:

1. Add Items from Catalog
2. Add Bundle from Catalog (A bundle is pre-defined group of items)
3. Request Item Not in Catalog

Each of these options to add items in the shopping cart present the Requester with a separate form.

The Requester can add items in the shopping cart using all the three available options.

After adding items in the Shopping Cart, the Requester is required to provide a justification for this request.

The Requester after providing all the information submits the request for hardware. All the information submitted here goes into the Purchase Request process.

**Software Request Workflow:** The Requester can access the Request Form using the Request Hardware link available in the Asset Management category.

This feeder process starts with a Request Form which displays the Requester information. The Requester can request software for themselves or for someone else. Approver information is also displayed on the form. After this form, the Requester gets a form with a Shopping Cart and they can add items in the cart using the following three options:

1. Add Software from Catalog
2. Add Bundle from Catalog (A bundle is pre-defined group of items)
3. Request Software Not in Catalog
Each of these options to add items in the shopping cart present the Requester with a separate form.

The Requester can add items in the shopping cart using all the three available options.

After adding items in the Shopping Cart, the Requester is required to provide a justification for this request.

The Requester after providing all the information submits the request for software. All the information submitted here goes into the Purchase Request process.

**Purchase Request Workflow:**

*Requests made from Catalog and Requests made from a Bundle go to the selected Approver/Manager for approval.*

*Requests for an item not in Catalog go to the Asset Manager for approval.*

1. **Request Hardware Model**

   **RECIPIENT'S MANAGER APPROVAL**

   After the Requester submits a request for catalog hardware, the request comes to the Recipient's Manager for approval.

   - On approval of all items, the request is sent to Purchase Managers to create Purchase Request.
   - On denial of all items, the request is sent back to the Requester.
   - On partial approval, the request is sent back to the Requester.

2. **PURCHASE MANAGER APPROVAL**

   After the Recipient's Manager approves request for hardware items(s), the request comes to the Purchase Manager. Purchase Manager creates a Purchase Request for the approved hardware item(s).

3. **REQUESER DENIAL TASK**
After the Recipient's Manager denies a request for hardware, the request comes to the Requester. The requester can do one of the following three things:

1. Cancel Request
2. Submit Approved and Discard Denied Items
3. Submit Approved and Resubmit Denied Items

II. Request Software Model

RECIPIENT'S MANAGER APPROVAL

After the Requester submits a request for software, the request comes to the Recipient's Manager for approval.

- On approval of all items, the request is sent to Purchase Managers to create Purchase Request.
- On denial of all items, the request is sent back to the Requester.

PURCHASE MANAGER APPROVAL

- After the Recipient's Manager approves request for software item(s), the request comes to the Purchase Manager. Purchase Manager creates a Purchase Request for the approved software item(s).
- On partial approval, the request is sent back to the Requester.

REQUESTER DENIAL TASK

After the Recipient's Manager denies a request for software, the request comes to the Requester. The requester can do one of the following three things:

1. Cancel Request
2. Submit Approved and Discard Denied Items
3. Submit Approved and Resubmit Denied Items

III. Catalog Item Request Model

Request with non-catalog item(s) (hardware or software) comes to Asset Managers for approval. They can either approve the whole request or deny it or they can do partial approval. On approval, the requested item is added in the Symantec Management Platform.
The Requester and the Recipient are notified of approvals and denials in the process. An email is sent to them once the Managers/Purchase Managers/Asset Managers complete their task.