Workflow Manager Guide - Closure Approvals

Workflow Manager Guide - Closure Approvals

Role: Workflow Manager

Purpose: Review and approve/deny closure requests to ensure proper completion

Last Updated: January 9, 2025

Your Role as Workflow Manager

As the Workflow Manager, you ensure that all workflow tickets are properly completed before closure. You review documentation submitted by request originators and either approve or deny closure requests based on quality and completeness.

Key Responsibilities

1. **Review closure requests** - Examine documentation for completeness
2. **Approve valid requests** - Close tickets when properly documented
3. **Deny incomplete requests** - Send back for additional work
4. **Maintain standards** - Ensure consistent quality across all workflows
5. **Provide guidance** - Help users understand documentation requirements

---

Accessing Closure Approvals

Via Admin Dashboard

Navigate to: Closure Approvals

Or from the admin menu: **Workflow Admin → Closure Approvals**

Via Email Notifications

When someone submits a closure request:

1. You receive an email notification
2. Email contains ticket details and documentation
3. Click "Approve Closure" or "Deny Closure" buttons
4. Takes you directly to approval interface

Reviewing a Closure Request

Information Provided

For each closure request, you'll see:

1. Original Request Details:

- Who submitted it (originator)
- What they requested
- When it was submitted
- Workflow type

2. Fulfillment Information:

- Who handled the request (recipient)
- When they marked it fulfilled
- Their fulfillment notes

3. Closure Documentation:

- Documentation notes from originator
- Explanation of completion
- Dates and specific actions
- Attached supporting files (if any)

4. Message Thread:

- Complete communication history
- All responses and updates

What to Check

□Documentation Completeness:

- Are all required actions explained?
- Are dates and specifics included?
- Is it clear how the request was fulfilled?

Supporting Evidence:

- Do attached files support the claim?
- Are files relevant and appropriate?
- Is evidence credible?

Handbook Compliance:

- Does completion meet handbook requirements?
- Were proper procedures followed?
- Any governance concerns?

Quality Standards:

- Is documentation professional?
- Sufficient detail for audit purposes?
- Future reference value?

Approving a Closure Request

When to Approve

Approve when:

- Documentation is complete and detailed
- Supporting files verify completion (if applicable)
- Handbook requirements clearly met
- No outstanding concerns
- Request was genuinely fulfilled

How to Approve

Step 1: Review all documentation thoroughly

Step 2: (Optional) Add approval notes

- Commendation for good documentation
- Any relevant observations
- Notes for the record

Step 3: Click "✓ Approve and Close Ticket"

Step 4: Confirm in popup dialog

What Happens:

- Ticket status changes to "Resolved"
- Ticket is closed
- Originator and recipient receive approval notification
- Event logged to history

Denying a Closure Request

When to Deny

Deny when:

- Documentation is vague or incomplete
- Missing critical information
- No evidence of actual completion
- Handbook requirements not clearly met
- Insufficient detail for audit trail
- Concerns about whether request was truly fulfilled

How to Deny

Step 1: Identify what's missing or incorrect

Step 2: Write clear denial reason (Required)

Be Specific:

- □ "Incomplete documentation"
- □ "Documentation doesn't include confirmation that member received the files. Please attach the member's acknowledgment email or provide the date/time of confirmed delivery."

Be Constructive:

- ❌ "This isn't good enough"
- ✅ "Please add: (1) specific dates documents were sent, (2) list of exact files provided, (3) member's confirmation of receipt"

Be Clear:

- Explain what needs to be added
- Give examples if helpful
- Reference handbook requirements if applicable

Step 3: Click "✗ Deny and Request Changes"

Step 4: Confirm in popup dialog

What Happens:

- Ticket status reverts to "Fulfilled (Pending Confirmation)"
- **Both** originator and recipient notified
- Your denial reason sent to both parties
- They can work together to address issues
- They can resubmit when ready

Review Criteria

Financial Records Access Requests

Must document:

- Specific records provided
- Format (PDF, hard copy, etc.)
- Delivery method and date
- Confirmation of member receipt
- Compliance with handbook requirements

Good example: "Provided 2024 financial records including monthly statements, annual budget, and audit report. Files delivered via email on 1/9/2025 at 2:30 PM. Member confirmed receipt same day. All documents in PDF format per handbook requirements."

Membership Inquiries

Must document:

- What information was provided
- How member was helped
- Any follow-up actions taken
- Confirmation of satisfaction

Good example: "Explained membership benefits, fees, and application process. Sent membership application form and payment instructions via email on 1/9/2025. Provided contact for questions. Member confirmed they have what they need."

Volunteer Interest Requests

Must document:

- How volunteer was connected
- Committee or role identified
- Next steps explained
- Follow-up scheduled (if applicable)

Good example: "Connected volunteer with Programs Committee Chair. Scheduled introductory meeting for 1/15/2025. Sent committee information and volunteer handbook. Chair confirmed follow-up planned."

Best Practices

Review Timing

Goal: Review within 24-48 hours of submission

Why:

- Keeps workflow moving
- Shows respect for members
- Maintains system credibility

If delayed:

- Ticket ages but remains pending
- No automatic reminders yet
- Check regularly

Consistency

Maintain Standards:

- Apply same criteria to all requests
- Don't be overly strict or lenient
- Document your decision-making

Create Patterns:

- Note common approval/denial reasons
- Share examples with users
- Build institutional knowledge

Communication

Approval Notes:

- Optional but appreciated
- Acknowledge good documentation
- Note any exemplary practices

Denial Reasons:

- Always required
- Be specific and helpful
- Focus on what needs improvement

Common Scenarios

Scenario 1: Minimal Documentation

Submission: "Sent them the files."

Action: Deny

Reason: "Please provide more detail: (1) List specific files sent, (2) Include delivery date/time, (3) Confirm method of delivery, (4) Attach confirmation of receipt if available."

Scenario 2: Good Notes, No Files

Submission: Detailed notes explaining completion but no attachments

Question: Require files?

Answer:

- If notes are comprehensive: Approve
- Files are optional, not required
- Judge based on completeness of explanation

Scenario 3: Files But Vague Notes

Submission: "See attached" with PDF attached

Action: Review PDF content

If PDF is self-explanatory: May approve

If PDF needs context: Deny and request explanation

Scenario 4: Resubmission After Denial

Submission: Updated documentation addressing your concerns

Action:

- Review against previous denial reason
- Verify issues were addressed
- Approve if now complete
- Deny again if still insufficient (with additional guidance)

Scenario 5: Questionable Completion

Submission: Documentation suggests request wasn't fully met

Action: Deny

Reason: "Based on your documentation, it appears [specific concern]. Please clarify or complete the outstanding items before resubmitting."

Example: "You mentioned sending 'most' of the requested documents. Please confirm all requested documents were provided, or explain why some were unavailable."

Tracking Your Approvals

Statistics

Track your review patterns:

- How many approved vs denied?
- Common denial reasons?
- Average time to review?

Quality Improvement

Use trends to:

- Identify common documentation issues
- Create better user guidance
- Improve closure request forms
- Share examples

Workflow Manager Permissions

What You Can Do

Review and approve/deny all closure requests

View all tickets regardless of status

Download all attached documentation

View complete message threads and history

What You Cannot Do

- ❌ **Respond on behalf** of assigned recipients
- ❌ **Mark tickets fulfilled** (only recipients can)
- ❌ **Submit closure requests** (only originators can)
- ❌ **Delete tickets** or modify history

Decision Framework

Quick Decision Tree

```
Does documentation explain WHAT was done?
    NO → Deny (request specifics)
    YES ↓

Does documentation include WHEN it was done?
    NO → Deny (request dates)
    YES ↓

Does documentation include HOW it was delivered?
    NO → Deny (request delivery method)
    YES ↓

Is there confirmation of receipt/completion?
    NO → Consider context (may approve if clearly complete)
    YES ↓

Does it meet handbook requirements?
    NO → Deny (cite handbook)
    YES ↓

✓ APPROVE
```

Email Management

You'll receive emails for:

- New closure requests (need your review)
- All workflow notifications (you're CC'd as workflow manager)

Filtering Recommendations

Create email rule:

```
Subject contains: "Closure Request for Approval"
→ Mark as important
→ Flag for follow-up
→ Move to "Closure Reviews" folder
```

Priority handling:

- Review closure requests first
- Then check other workflow notifications

Support and Questions

If Unsure About Approval

Consult:

- Handbook requirements
- Previous similar requests
- Board leadership if needed

When in doubt:

- Request more information (deny with specific questions)
- Better to ask than approve prematurely

Technical Issues

File won't download:

- Check file exists in `data/workflows/closure_documentation/{ticket_id}/`
- Verify file permissions
- Contact system administrator

Can't approve/deny:

- Verify you're logged in as admin
- Check ticket is in correct status
- Review error logs

FAQs

Q: How long should I take to review?

A: Aim for 24-48 hours. Prompt reviews keep workflows moving.

Q: Can I approve without files attached?

A: Yes. Files are optional. Judge based on documentation quality.

Q: What if I deny but they resubmit the same thing?

A: Deny again with more specific guidance. Escalate to board if needed.

Q: Can I ask for clarification before deciding?

A: Currently no - must approve or deny. Deny with specific questions if clarification needed.

Q: What if I accidentally deny when I meant to approve?

A: They can resubmit immediately. You can then approve. No permanent harm.

Q: Do I need to review every single ticket?

A: Yes. All tickets require closure approval per new policy.

Q: Can someone else approve if I'm unavailable?

A: System administrators can also approve/deny. Delegate if traveling.

Closure Approval Checklist

Use this for each review:

Before Deciding:

- [ ] Read original request thoroughly
- [ ] Review recipient's fulfillment notes
- [ ] Read originator's closure documentation
- [ ] Download and review any attached files
- [ ] Check message thread for context
- [ ] Verify handbook compliance (if applicable)

If Approving:

- [ ] Documentation is complete
- [ ] No outstanding questions

- [ ] Ready to close ticket
- [ ] Optional: Add approval notes
- [ ] Click approve and confirm

If Denying:

- [ ] Identified specific deficiencies
- [ ] Written clear, helpful denial reason
- [ ] Explained what needs to be added
- [ ] Ready to send back for revision
- [ ] Click deny and confirm

Contact

Questions about your role:

Contact: Board President or System Administrator

Technical issues:

Email: admin@pmtnm.org

Policy questions:

Refer to: PMTNM Handbook

Quick Reference:

- **Access approvals:** `https://pmtnm.org/workflow/admin/closure_approvals.php`
- **Review goal:** 24-48 hours
- **Approval:** Optional notes
- **Denial:** Required reason (be specific!)
- **All tickets:** Require approval before closure

Thank you for maintaining the quality and accountability of PMTNM's workflow system!