**Time Alert 2006-24 - 09/19/2006**

Workflow.  It has been brought to our attention that Time Advisors sometimes “Forward” workflow items back to a supervisor for processing.  By forwarding the workflow item back to the supervisor’s **Workflow Inbox**, you are actually creating an additional workflow for the same item.  This not only clutters the supervisor’s Workflow Inbox, but it also adds additional records to the workflow log.  In addition, forwarding the workflow item back to the Workflow Inbox will not prompt the supervisor to take action until they access their Workflow Inbox.  Therefore, we strongly encourage Time Advisors to prepare a separate Outlook e-mail to the supervisor or contact the supervisor directly to discuss and determine why the work item has not been processed (approved/rejected).

As a reminder, if a work item has been awaiting approval or rejection in the supervisor’s Workflow Inbox for 48 hours, the work item will ALSO be sent to and appear in the Workflow Inbox for the 1st Deadline Approver (supervisor’s supervisor).  If the work item has been awaiting approval or rejection in the Workflow Inbox of the 1st Deadline Approver for 48 hours, the work item will ALSO be sent to and appear in the Workflow Inbox for the 2nd Deadline Approver (Time Advisor). With each deadline, the workflow item continues to remain in the each approver’s Workflow Inbox until the workflow item is processed.  Once action (approval/rejection) has been taken, the workflow item will be removed from all approvers’ inboxes.

Questions regarding this alert should be directed to Susan Doyle (sdoyle@pa.gov), Betty McCloskey (bmccloskey@pa.gov) or Sheila Barder (sbarder@pa.gov).