

MAYO CLINIC



Submittals Quick Reference Guide

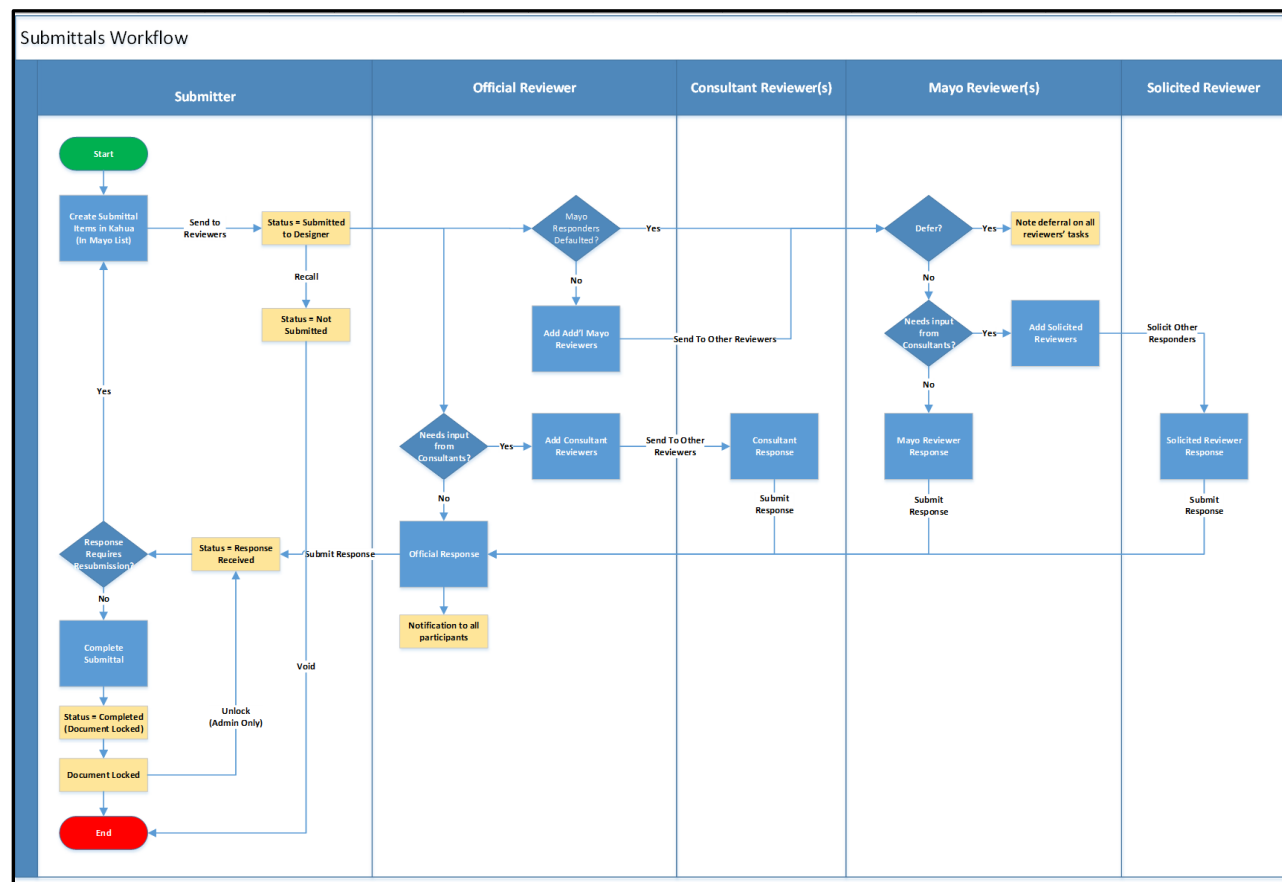
July 2018



Prepared for the Mayo Clinic Enterprise
Kahua Deployment

SUBMITTALS OVERVIEW

Kahua enables the project team to collaborate in a seamless and effective manner on Submittals. Mayo has customized the application and will share the Submittals log with the Contractor and Design Professional to allow collaboration, as well as collaborate with them through actionable tasks in the Task application (for information on how Mayo will share the Submittals log with third parties, see the section on how to accept a third party share later in this document). The Contractor may create Submittals that are then electronically distributed to the Official Responder through an actionable task, as well as to Mayo Responders and Consultant Responders for additional input before formally responding. All responses received from Mayo or Consultant Responders will be shared with other responders and the Official Responder, but only the Official Responder's response is sent back to the Contractor. The application is flexible enough to either default in Official, Consultant and Mayo Responder's to the Submittal before initial submission OR the Official Reviewer may add additional users into the dialogue for input. The diagram below shows the Submittals process through a workflow diagram. The remainder of the document will walk through each step in the Submittals process within Kahua.



SUBMITTAL APPLICATION TERMINOLOGY & DEFINITIONS

Before utilizing the Submittals application, it is important the users understand the roles that each of the below play in the process. These roles are also referenced in the workflow diagram above and will be utilized in the instructions below.

Submitter – The Submitter is the individual who clicks ‘New’ or initiates the Submittal. This user is also responsible for validating the name of the individual in the ‘Official Responder’ field.

Official Reviewer – The Official Reviewer is the individual responsible for submitting the final, recorded response to the author of the Submittal. This individual may be defaulted in for a project, but will be editable on the form when submitting a submittal. The Official Reviewer is responsible for reviewing all comments and input received from Consultant, Mayo or Solicited Reviewers before submitting a formal response that is recorded in the Submittal record.

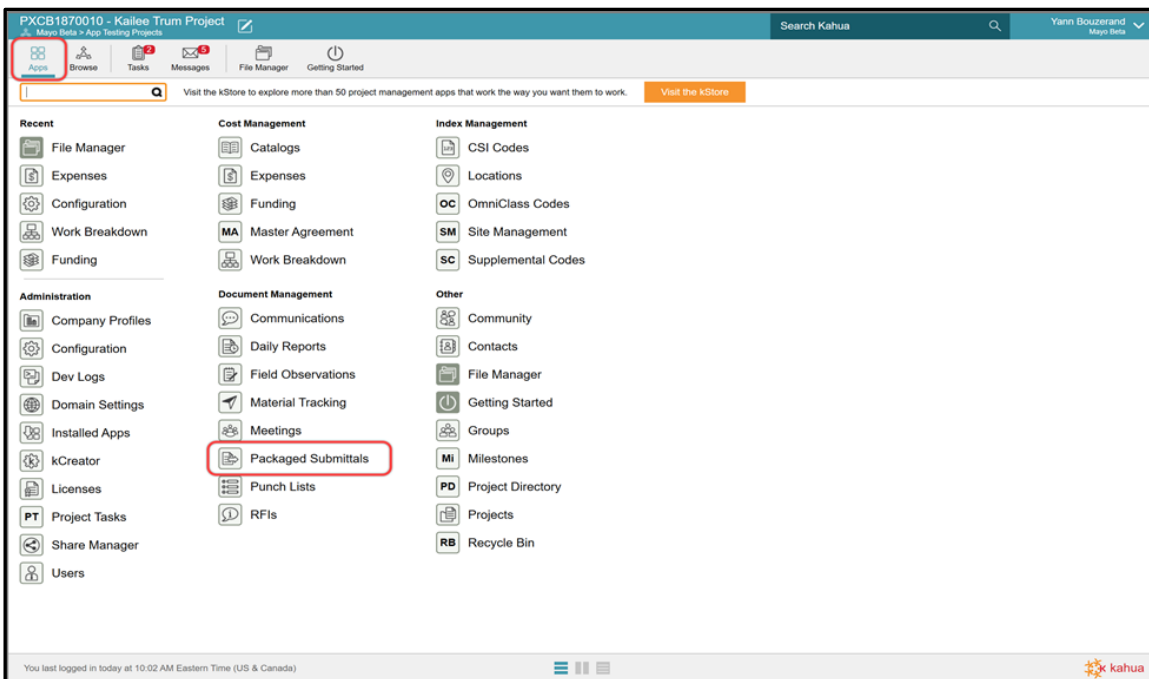
Consultant and Mayo Reviewer(s) – The Consultant and Mayo Reviewers are additional parties that may provide input to the final Submittal response. These individuals may be either defaulted in by a Mayo Admin during project setup (to receive all submittals) OR can be added to the dialogue by the Official Reviewer upon receipt of the Submittal request. The Consultant and Mayo Reviewer responses will be received by the Official Reviewer, who can review them as they formulate a final response.

Solicited Reviewer(s) – The Solicited Reviewers are individuals that Mayo Reviewer(s) may reach out to directly from their task to request additional insight. The Solicited Reviewer(s) will respond via a task to the Submittal, and their responses will be sent to the other responders as well as the Official Reviewer to consider in final response. Like the Consultant and Mayo Reviewers, the Solicited Reviewer’s responses will not be in the final record that the Official Reviewer submits.


Each of these roles will be referenced in the below steps. Recall that all users participating in the process of submitting a submittal in Kahua will need to be *users*. This means that they have an active Kahua account to access the actionable tasks sent for their response.

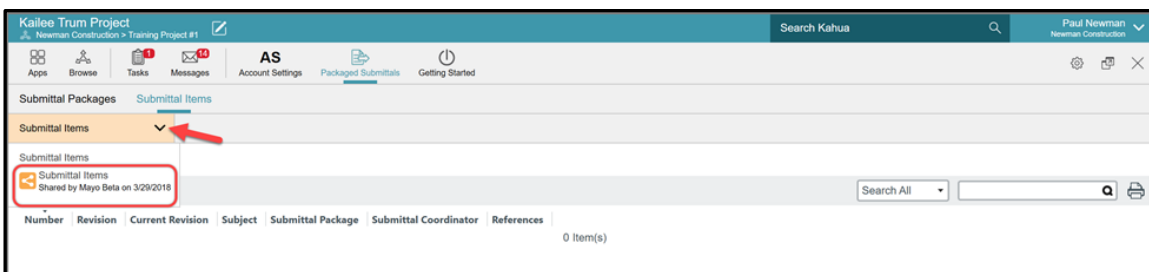
CREATING A SUBMITTAL

1. Logged in as a Contractor or Design Professional, navigate to the appropriate project using the Navigation bar. Access the *Packaged Submittals* app from the Apps Launcher under Document Management. Note that on third party domains (Contractors, Design Professionals, etc.) the application will be called 'Packaged Submittals', whereas on the Mayo domain, it has been customized to be titled 'Submittals.'



2. Select the *Submittal Items* sub application, which will bring up a Submittal Items sub-menu below it.
3. Click on the black arrow to display the drop-down list of all shared instances of the app on this project. Click on the *Submittal Items / Shared by Mayo Clinic* as shown in the screenshot.

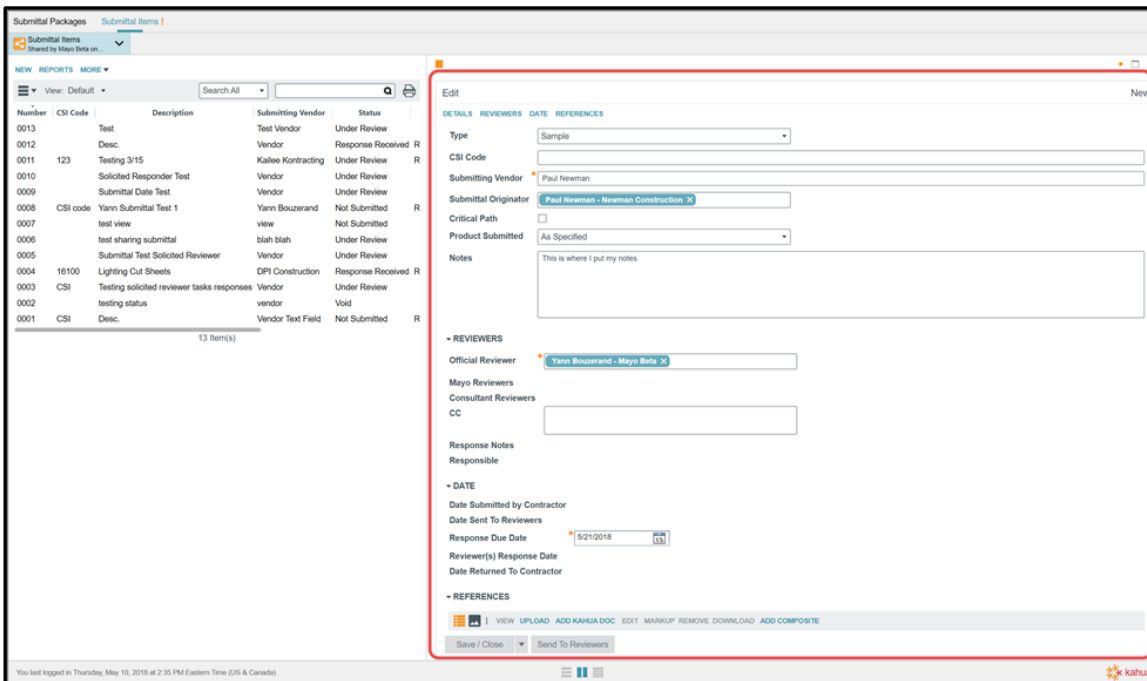
Note that the  share icon alerts the user that the share application is active. If the icon is grey, it means the share has been terminated.



4. Click the **NEW** button to create a submittal.



5. Fill out the Submittal form. The Official Reviewer's name will be defaulted by Mayo. Required fields are marked with an asterisk for reference.
6. Attach the submittal documents in the References section – you may upload documents from your local drive/computer OR Add Kahua Doc from File Manager if you are utilizing the file system in Kahua.
7. Use the options on the Save menu at any time during editing to choose from the below options:
 - SAVE** saves the Submittal that you are editing while allowing you to continue editing
 - SAVE/NEW** saves and closes the Submittal you are editing and opens a new Submittal form
 - SAVE/CLOSE** saves the Submittal you are editing and closes the Submittal detail pane
8. Click the *Send to Reviewers* button to send the submittal into workflow upon saving. This will initiate a task workflow process, whereupon the Official Reviewer (and any Mayo or Consultant Reviewers defaulted in) will receive a task with the Submittal information.



The Official Reviewer and other reviewers listed in the form will receive an email notification as well as a task and a message in Kahua notifying them of the Submittal. Any individuals in the 'CC' field will be notified of the Submittal but will NOT receive a task. They are simply receiving reference information as the Submittal is distributed and approved.

9. The newly created Submittal is now listed in the log. Notice the following about the Submittal in the log:

- a. The Status column shows the new Submittal is “Under Review”.
- b. For an “Under Review” Submittal, the Responsible column indicates the individual current responsible for the Submittal response (has a task awaiting response).

Number	CSI Code	Description	Submitting Vendor	Status	Response	Responsible	Response Due Date
0014		This is my Description	Paul Newman	Under Review		Yann Bouzerand - Mayo Beta	5/21/2018
0013		Test	Test Vendor	Under Review		Kailee Trum - Kahua	5/4/2018
0012		Desc.	Vendor	Response Received	Reviewed as Noted	Kailee Trum - Kahua	3/23/2018

CREATING A SUBMITTAL AS A NON-KAHUA USER

In the case that there is a non-Kahua user initiating a Submittal, the submittal will have to be sent by email to a designated Mayo Clinic user for that specific project. The Mayo user will need to enter the submittal on behalf of the third party. Once initiated, the Submittal may be triaged within Kahua as appropriate. Once the Submittal has been responded to and the author received notification of response, the Submittal should be ‘sent’ using the SEND functionality to the non-Kahua user.

The SEND feature can be utilized with non-Kahua users. Simply type the email address of a non-Kahua user in the ‘To’ field and click enter. This will allow you to enter an email address rather than selecting from the drop down of Kahua contacts.

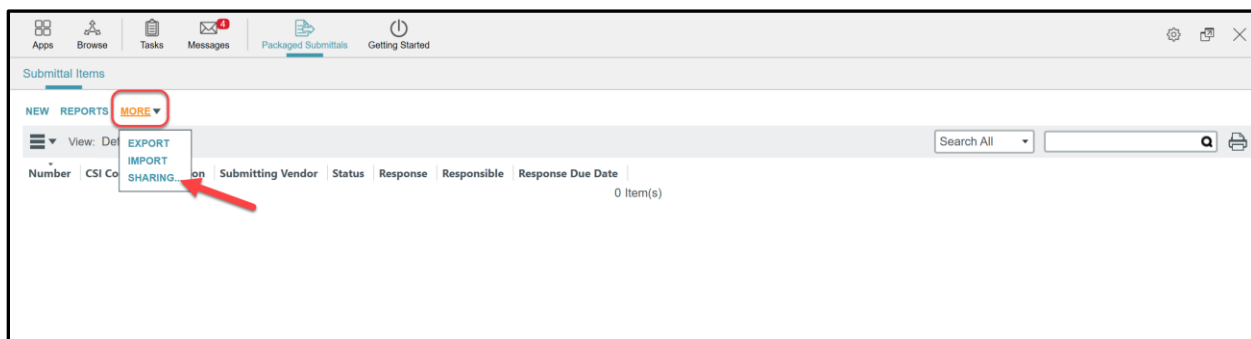
SHARING THE SUBMITTALS APPLICATION WITH AN EXTERNAL PARTY

Note: this section has instructions for Mayo Users with adequate permission to share the Submittals application. These steps do not apply to Mayo business partners.

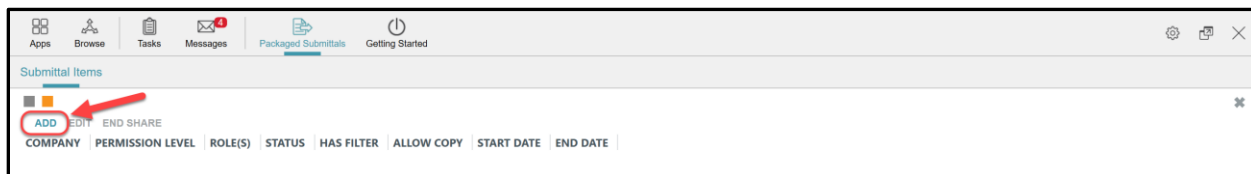
To collaborate with external parties, Mayo Clinic will ‘share’ instances of their applications with third parties on a project by project basis. Mayo will send an invitation to the third party to share the Mayo Submittals application, which will be accepted using the Task application. Once shared, the business partners will be able to access the Submittals log at the permission level Mayo assigns for that specific project. The partners will not be logging into the Mayo Clinic domain, but will be accessing the Submittals log directly from their own company’s domain.

To share the Submittals application:

1. In the Submittals application within the project, select **MORE**. A drop-down menu appears. Select **SHARING**. If this is not an option for you, you may not have appropriate permission level to initiate a share. Work with your Mayo Superusers or Domain Administrator to resolve if required.



2. Select **ADD** to add an external party share.



3. A new window displays in the right pane. Enter the appropriate information for each field. Note that generally you will want to choose to share with a ‘Company’ The Company must be in the Kahua Companies application in the ‘Contacts’ app to share with them.

ADD EDIT END SHARE
COMPANY PERMISSION LEVEL ROLE(S) STATUS HAS FILTER ALLOW COPY START DATE END DATE

New Share

Project: SP physical reeducation room

Application: Submittals

Share With: Company Group

Company: Newman Construction

Permission Level: Contractor

ROLES: Contributor

Send Invite To: Paul Newman - Newman Construction

Allow copy: Copying is not enabled in this application.

Filters:

Cancel Send Invitation

- **Project-** Field will be auto populated based upon the project you are navigated to in the Navigation Bar
- **Application-** Verify the correct application name appears in the drop down
- **Share with-** The user will be able to choose between *Company* or *Group*. Note that Mayo will typically be sharing with Company, as this allows for greater flexibility in filtering shares to eliminate risk of sharing confidential information on the log.

When the user chooses *Company*, specific fields will appear to help define the parameters of the share:

Project: SP physical reeducation room

Application: Submittals

Share With: Company Group

Company: Newman Construction

Permission Level: Contractor

ROLES: Contributor

Send Invite To: Paul Newman - Newman Construction

- **Company-** Select the desired company. Kahua will display the company that the users added to the Contact Application. If the Company doesn't appear, it must be added first to the Contact Application in the Company tab.
- **Permission Level-** Select the appropriate permission. For instance, a contractor will have the *Contractor* permission. This list is looking to the 'Groups' that were set up by Mayo to define standard permissions. Choose the appropriate group.

Note that the roles have been set by the Mayo Clinic and give specific permission to the external party users.

In this case, the *Contractor* permission level will allow the external party user to:

Add, edit, export, open the application, process and view Submittals, but NOT to delete Submittals.

- **Send Invite To-** Select the external party user to whom the invitation to share will be send. Kahua will display the users from the company field selected above. You should choose just 1 individual to receive the invite and who will be responsible for accepting the share via a task in Kahua.

When the user chooses *Group* rather than *Company*, specific fields will appear. Recall that sharing with a group means that all users invited to the share will have the same permission – to filter a log when shared, use the *Company* option above.

New Share

Project: SP physical reeducation room

Application:

Share With: Company Group

Permission Level:

ROLES: Contributor

Note: Each company needs to approve sharing to view the shared item. You can send invites to one or more individuals.:

Send Invite To:

Name	Company	Company Status	Invitation Status
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- **Permission Level-** Select the Permission Level in the drop-down list. Again, this refers to the Groups set up by Mayo with standard permission by role. Select the appropriate group and the permission assigned to that group will auto populated below.

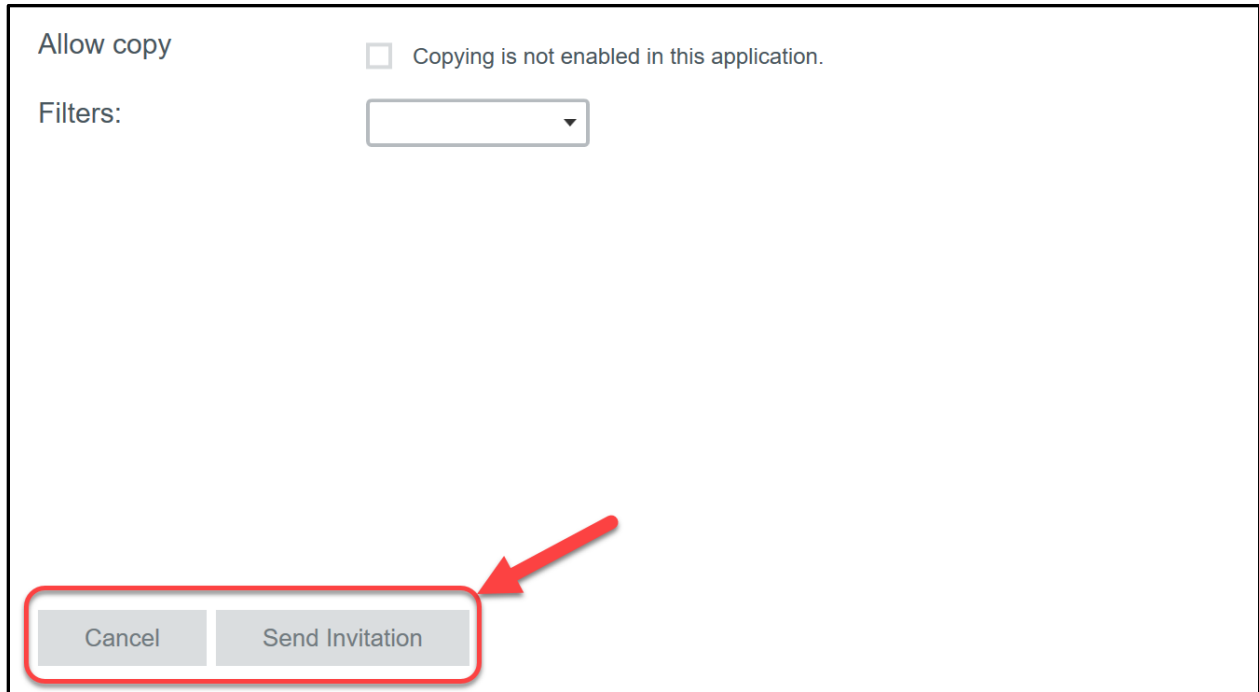
Once the **permission level** has been assigned, a list of users with their company, company status and invitation status will be displayed below the **Send Invite To**. The user will be able to choose the users/companies to invite to the share. These users will receive a task to accept the share into their domain.

Send Invite To:			
Name	Company	Company Status	Invitation Status
<input type="checkbox"/> Domain Admin	Mayo Enterprise	Not Invited	Not Invited
<input type="checkbox"/> Mayo Role Test Project Manager	Mayo Enterprise	Not Invited	Not Invited
<input type="checkbox"/> Mayo Role Test Construction Manager	Mayo Enterprise	Not Invited	Not Invited
<input type="checkbox"/> Mayo Role Test Proponent	Mayo Enterprise	Not Invited	Not Invited
<input type="checkbox"/> Mayo Role Test Corporate Officer	Mayo Enterprise	Not Invited	Not Invited
<input type="checkbox"/> Mayo Role Test Facilities Head	Mayo Enterprise	Not Invited	Not Invited
<input type="checkbox"/> Mayo Role Test Project Lead	Mayo Enterprise	Not Invited	Not Invited
<input type="checkbox"/> Mayo Role Test Quality Lead	Mayo Enterprise	Not Invited	Not Invited

- **Allow copy**- this option allow the external parties to keep a copy of the record shared with the Mayo Clinic upon termination of the share. This is good practice if the company will need to reference a static version of the log post-project.
- **Filters**- Allows the user to set a filter to limit what the external party will see in the log. This is commonly used in allowing a company to see solely the records that apply to their company for confidentiality reasons.

Allow copy Copying is not enabled in this application.

Filters:



4. Once all the fields have been populated and reviewed, select **Send Invitation** to send the invitation to share to the external parties. At this time, a task will be sent to the user(s) selected in the share. See below instructions to support third parties as they accept the share.

ACCEPTING A SHARED SUBMITTALS APPLICATION FROM MAYO ENTERPRISE AS AN EXTERNAL PARTY

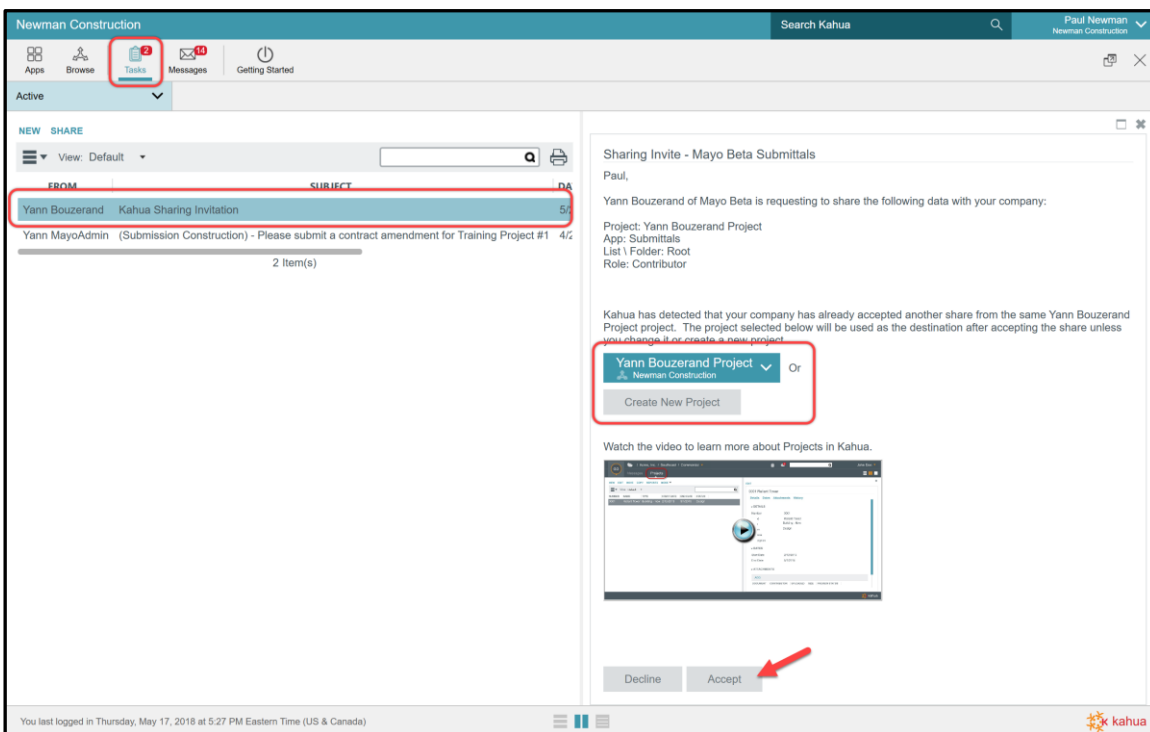
Note: This section has instructions for business partners. These steps do not apply to Mayo users, but Mayo users should be familiar with them as they support and assist third parties in accepting shares.

To collaborate, Mayo Clinic will share their Submittals application with their business partners. These are the steps the business partner executes when accepting a share:

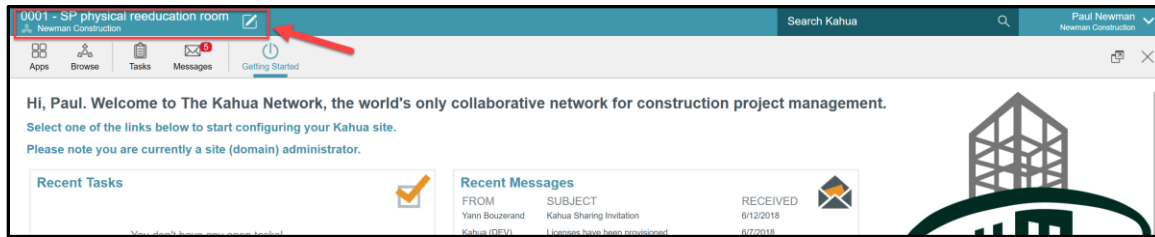
1. The business partner will receive a sharing invitation in the Tasks application within their domain (not the Mayo domain).
2. Click on the Tasks icon to load all tasks into the List View window.
3. Click on the *Kahua Sharing Invitation* task to open the Detail View of that task. A right detail pane will appear to display information around the share.

Note: The business partner will need to review the information and determine whether they already have a project created in Kahua for this project, or can decide to initiate a project directly from the task itself. The recommendation is to keep the project's name as is, but third parties may choose to name the project something other than what the project is called within Mayo's domain.

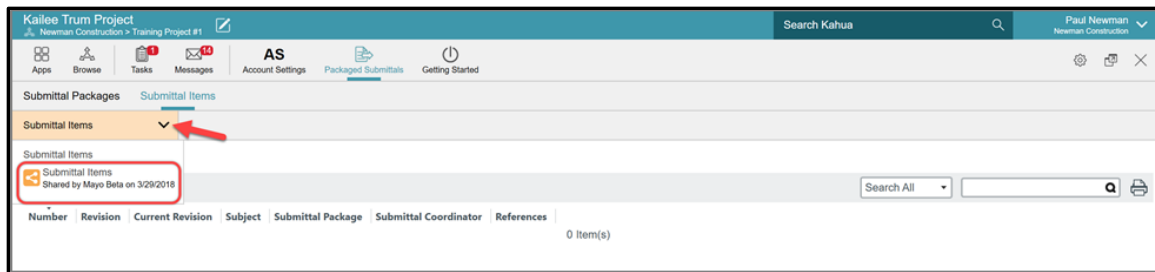
4. Within the task, use the teal navigation bar to navigate to the project that this share relates to, OR click on the *Create New Project* button. Indicate the project name in the window that appears, or choose to leave 'as is' from the project name that Mayo uses. Verify the proper project name appears in the teal bar within the task. When complete, click *Accept* in the task window.



Once accepted, the CIPs must be sure to be in the correct project to be able to use the Mayo Clinic applications. The project name will be at the top left of their Kahua domain in the Navigation Bar. A likely cause of being unable to view a shared list is that the user is not in the proper project to which the share was accepted.



Once accepted, recall that to view the shared list, the user must open the application that was shared, and then toggle in the upper left corner to the correct shared list using the drop-down toggle underneath the app bar.

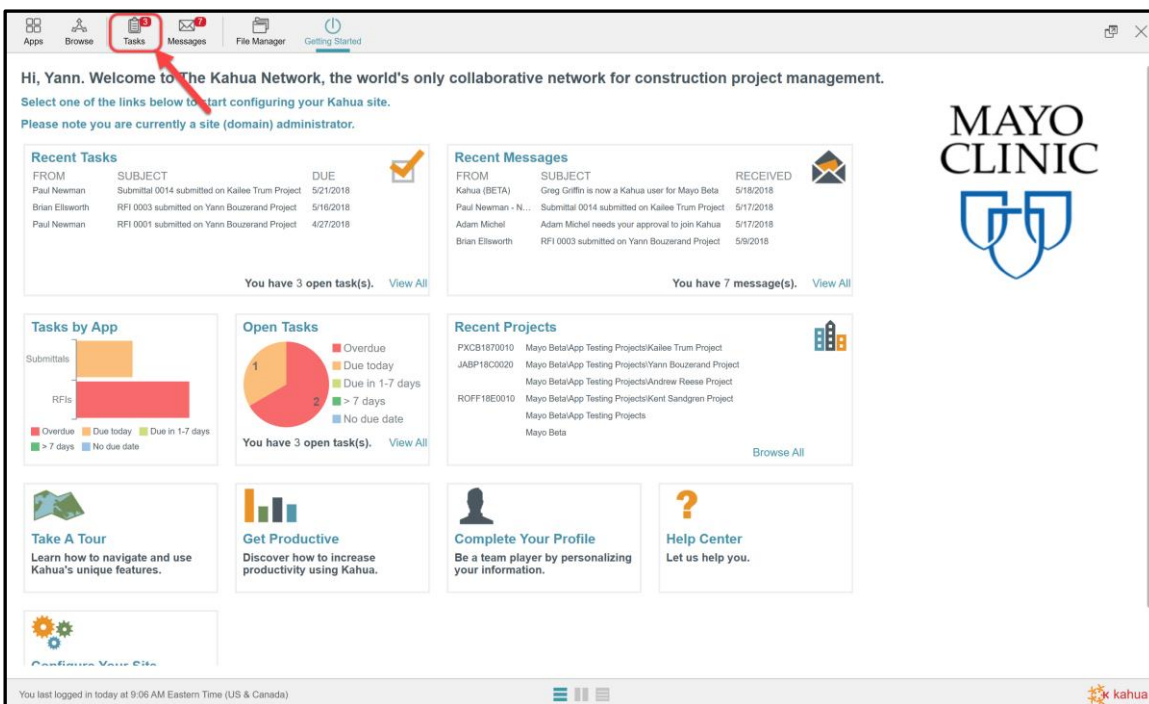


HOW THE OFFICIAL REVIEWER SENDS A SUBMITTAL TO OTHER REVIEWERS

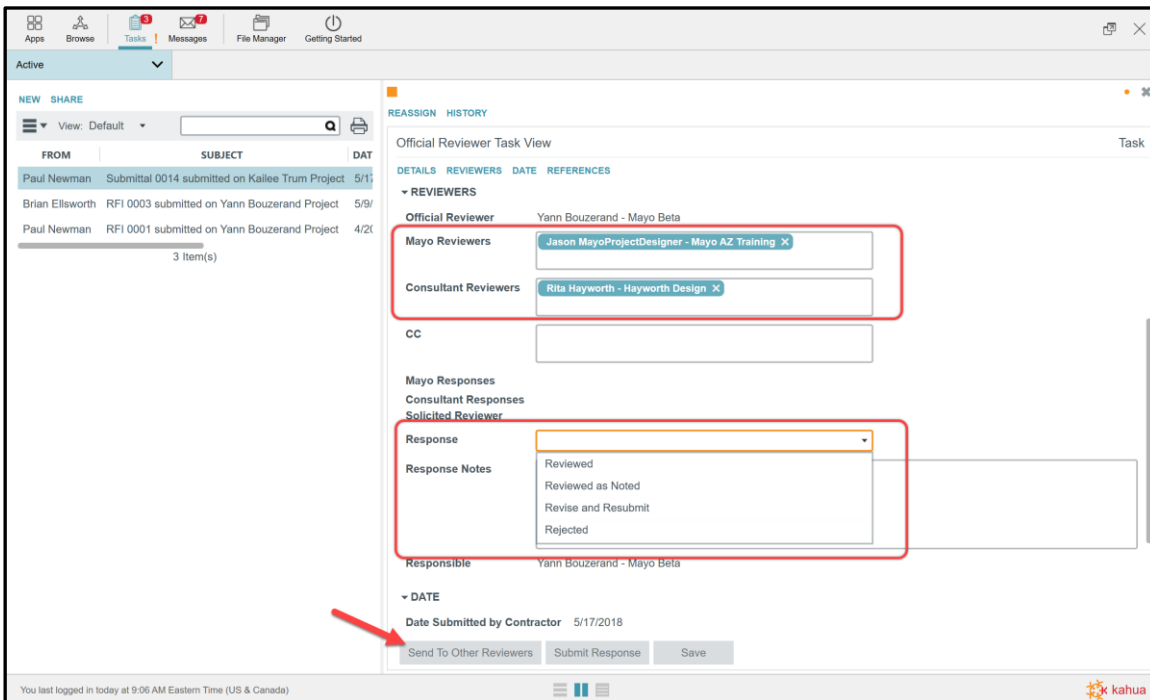
The Submitter of the Submittal sends the Submittal to the Official Reviewer, who will receive a task and message alert within Kahua in addition to an email notification. The Official Reviewer may add additional reviewers if needed, such as a Mayo Reviewer and a Consultant Reviewer.

Note that the Mayo Reviewer and the Consultant Reviewer might be defaulted when the project is created. In this case, they will be populated automatically in the appropriate fields and receive a task when submitted to the Official Reviewer initially.

1. As the Official Reviewer, access the Submittal task notification from the link in the email or sign into Kahua and click on your task icon, then select the Submittal task.



2. Within the task, add additional Mayo and Consultant Reviewers if necessary, noting that Reviewers must be Kahua users. When the Official Reviewer adds a Mayo or Consultant Reviewer, they may add one or multiple additional users to request input. The Official Reviewer will always submit the final response, but these additional reviewers may provide information relevant to formulate the official response. Responses from other Mayo or Consultant Reviewers will be maintained only in the task dialogue and will not be shared on the Submittal log.



3. Click the *Send to Other Reviewers* button to send a task to the Mayo Reviewer(s) and the Consultant Reviewer(s) listed in the task detail view.

Note: The Response field with the drop-down menu and the Response Notes field will be filled at the end of the process when the Official Reviewer submits the final response.

HOW TO RESPOND AS A SECONDARY REVIEWER

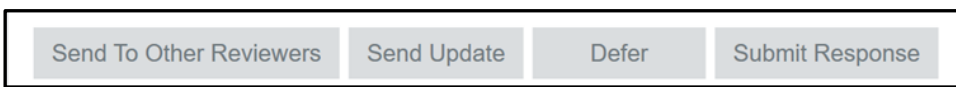
Mayo Reviewers and Consultant Reviewers are considered Secondary Reviewers, as they will not submit the final response that is recorded in the log. These users can submit responses to the Official Reviewer to assist in formulation of the final response. All the Secondary Reviewer responses are reviewed by the Official Reviewer. Below each Reviewer's available actions are outlined.

To see the task and to see available options and take action, a Secondary Reviewer may:

1. Access the task notification from the email notification
2. Sign into Kahua and click on the task icon to access the individual task and respond accordingly

MAYO REVIEWER OPTIONS

Mayo Reviewers can respond, send updates, defer and solicit other reviewers when additional information is necessary.



Send to Other Reviewers: This option allows a Mayo Reviewer to solicit another Reviewer. The Mayo Reviewer should select a name (or names) from the drop down in the 'Solicited Reviewer' field before clicking this action button. All Solicited Reviewers must be Kahua users. This will initiate a task for the Solicited Reviewer(s) and any responses that come back will be populated in the 'Mayo Reviewers' field in the task, along with a date and time stamp of the response.

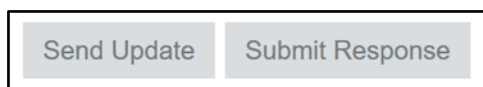
Send Update: This option sends a response to the Official Reviewer without closing the Mayo Reviewer's task. This allows the Reviewer to keep the task until ready to submit a full response.

Defer: This option allows the Mayo Reviewer to decline to answer the Submittal. The Official Reviewer is notified of this and the Mayo Reviewer's task is closed out. A timestamped note indicating the Mayo Responder's deferral is added to the other Reviewers' tasks.

Submit Response: Upon submission of response, the response is sent to the other reviewers, and the task is closed out.

CONSULTANT REVIEWER OPTIONS

Consultant Reviewers have two available actions: Send Update and Submit Response. The behavior is the same as for the Mayo Responder and is described above.



SUBMITTING A RESPONSE AS A SECONDARY REVIEWER

When a user submits a response to the Official Reviewer, other users collaborating on this Submittal will see the responses on their task view. The Official Reviewer will also see the submitted responses on their task and can review all of them to assist in preparing an official response to the Submitter. At any time, the Official Reviewer may submit an official response, at which point the other outstanding tasks will be closed (regardless of if they have responded yet or not).

Upon submission of a response, the task is closed and will be removed from each person's Task list. To see a history of all completed tasks, navigate to the upper left corner of the Task application and click on the 'active' dropdown to toggle to 'Completed'.

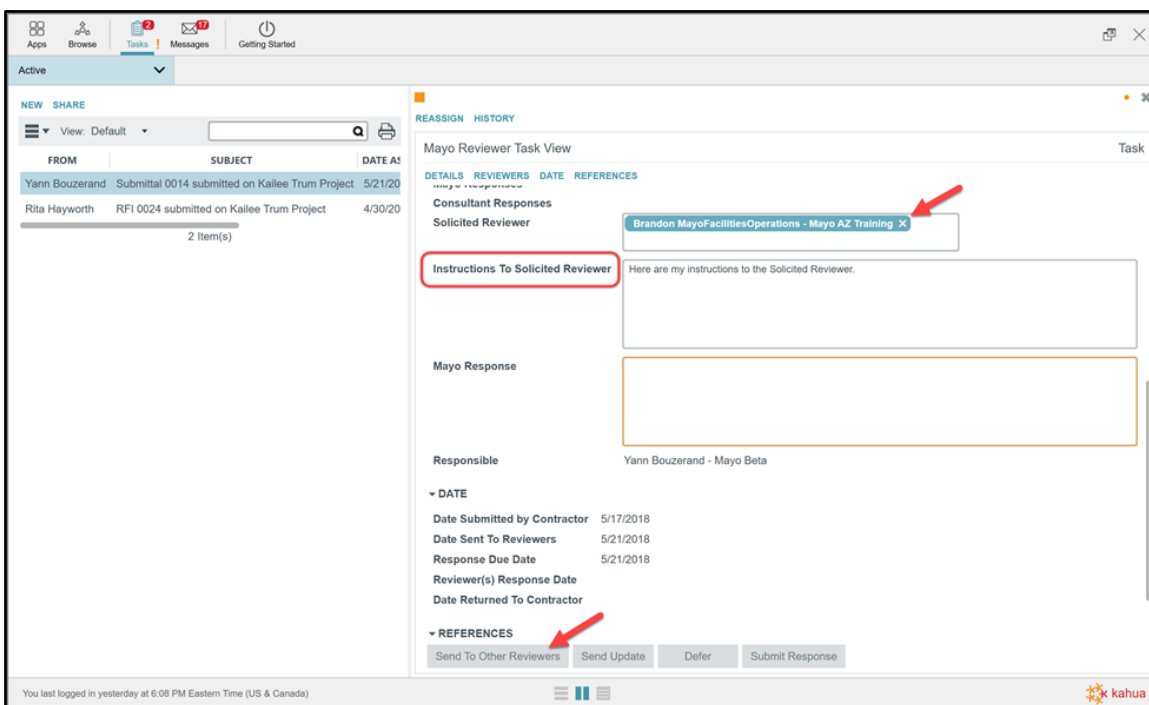
THE SOLICITED REVIEWER WORKFLOW (MAYO REVIEWERS ONLY)

A Mayo Reviewer can invite others to review and comment on a Submittal if additional insight is needed. These added contributors are called Solicited Reviewer(s). The sequence for solicited responses is as follows:

1. Mayo Responder sends a task to Solicited Reviewers requesting input.
2. Solicited Reviewers act on the task and submit a response.
3. Mayo Reviewer receives and acts on the response received, then sends the Submittal response back to the Official Reviewer. It is not required that the Solicited Reviewer responds in advance of the Mayo Reviewer submitting a response.

INITIATING A SOLICITED RESPONSE AS A MAYO REVIEWER

1. As a Mayo Reviewer, access the Submittal task.
2. Enter names of Kahua user(s) into the *Solicited Reviewer* field. Multiple names may be entered.
3. Enter instructions to the Solicited Reviewer in the Instructions to *Solicited Reviewer* field. These instructions will be sent with the task to the Solicited Reviewer(s) and will not be visible to anyone else.
4. Click on *Send to Other Reviewers* to initiate the task.



RESPONDING TO A TASK AS A SOLICITED REVIEWER

As noted above, the Mayo Reviewer can add a Solicited Reviewer(s) if additional insight is needed.

A Solicited Reviewer acts on that request as follows:

1. The Solicited Reviewer receives the task notification in email or by logging into Kahua and reviewing the new Task.
2. The Solicited Reviewer reviews the instructions and Submittal detail that was sent in the task.
3. The Solicited Reviewer writes the response to the task in the *Response* field.
4. The Solicited Reviewer selects *Submit Response* to send the response back to the Submitter.

Note that the Solicited Reviewer response will appear in the “Mayo Response” section on all responders’ tasks, with detail of the name, time and date that the response was submitted. The Official Reviewer will be able to see the response on their task as well, for assistance in formulation of the final response.

Solicited Reviewer Task
Task

[DETAILS](#)
[REVIEWERS](#)
[DATE](#)
[REFERENCES](#)
[REVIEWERS](#)

Consultant responses

Solicited Reviewer Brandon MayoFacilitiesOperations - Mayo AZ Training

Instructions Here are my instructions to the Solicited Reviewer.

▼ **DATE**

Date Submitted by Contractor 5/17/2018

Date Sent To Reviewers 5/21/2018

Response Due Date 5/21/2018

Reviewer(s) Response Date

Date Returned To Contractor

▼ **REFERENCES**

VIEW UPLOAD ADD KAHUA DOC EDIT MARKUP REMOVE DOWNLOAD ADD COMPOSITE

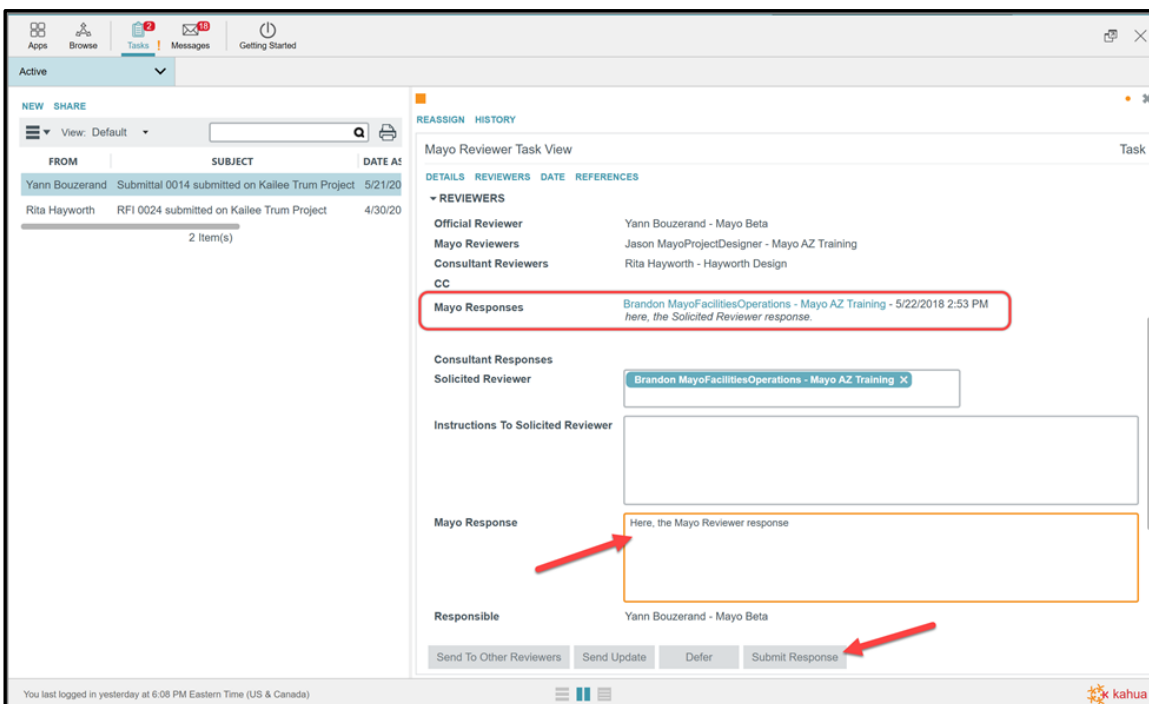
TYPE	DESCRIPTION	CONTRIBUTOR	DATE	MARKUP?	INCLUDE ON SEND	INCLUDE MARKUP ON SEND	IS C
▼ REVIEWERS							
Reviewers							
	Official Reviewer	Yann Bouzerand - Mayo Beta					
	Reviewer Comments (not submitted with final response) *						

Submit Response
Send Update

ACTING ON INFORMATION FROM A SOLICITED REVIEWER

The Mayo Reviewer will receive notification to indicate there is a response from a Solicited Reviewer. The Mayo Reviewer takes these actions:

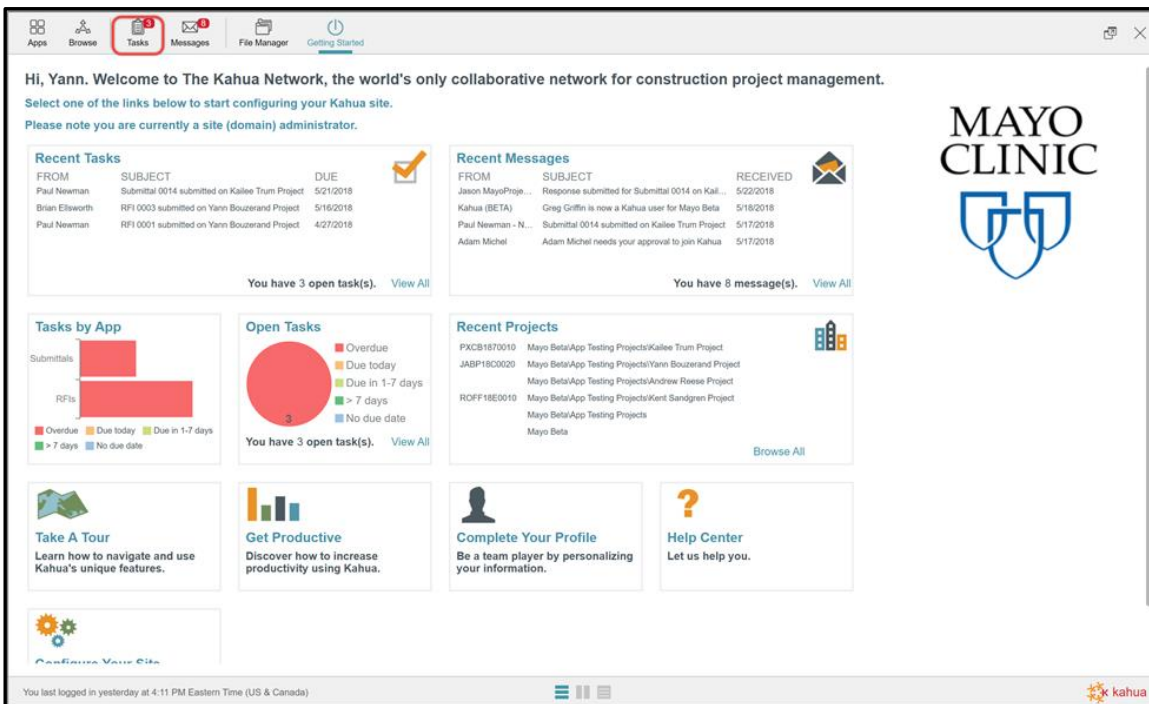
1. The Mayo Reviewer opens the existing task and reviews input from the Solicited Reviewer(s) which appears in the Mayo Responses field.
2. The Mayo Reviewer types the response to the Submittal in the Response field then clicks on the *Submit Response* button to complete this task.



RESPONDING TO THE SUBMITTAL AS THE OFFICIAL REVIEWER

The Official Reviewer can respond to a Submittal at any time. The Official Reviewer does not need to wait until all responses are received before submitting a final response. Only the response from the Official Reviewer will be sent back as the official response and show on the Submittal log.

1. As the Official Reviewer responding to a Submittal, access the task notification from email or log in to Kahua and click on open tasks.
2. Select the Submittal task that will be submitted.



3. Review the responses from the Secondary Reviewers, including the Mayo Reviewer(s), the Consultant Reviewer(s) and the Solicited Reviewer(s).
4. Select from one of the options in the Response field.
5. Enter the official response in the Response Notes field as appropriate. Recall that the official response will be sent back to the Submitter for review and display in the Submittal log. The secondary responses will not be seen by the Submitter.
6. Click the *Submit Response* button when ready to submit the Submittal to the Submitter.

The screenshot displays the 'Official Reviewer Task View' in the Kahua system. On the left, a table lists submittals with columns for 'FROM', 'SUBJECT', and 'DATE'. The main area shows details for a specific task, including responses from Mayo and Consultant, a solicited reviewer, a response dropdown menu, response notes, and a responsible party. A date section at the bottom lists key dates like 'Date Submitted by Contractor' and 'Reviewer(s) Response Date'. A red arrow points to the 'Submit Response' button.

FROM	SUBJECT	DATE
Paul Newman	Submittal 0014 submitted on Kailee Trum Project	5/17/2
Brian Ellsworth	RFI 0003 submitted on Yann Bouzerand Project	5/9/20
Paul Newman	RFI 0001 submitted on Yann Bouzerand Project	4/20/2

Official Reviewer Task View

Mayo Responses
Jason MayoProjectDesigner - Mayo AZ Training - 5/22/2018 3:19 PM
Here, the Mayo Reviewer response
Brandon MayoFacilitiesOperations - Mayo AZ Training - 5/22/2018 2:53 PM
here, the Solicited Reviewer response.

Consultant Responses
Rita Hayworth - Hayworth Design - 5/22/2018 3:43 PM
here, the Consultant Reviewer response.

Solicited Reviewer
Brandon MayoFacilitiesOperations - Mayo AZ Training

Response
Reviewed as Noted

Response Notes
here, the official response.

Responsible
Yann Bouzerand - Mayo Beta

DATE

Date Submitted by Contractor 5/17/2018
Date Sent To Reviewers 5/21/2018
Response Due Date 5/21/2018
Reviewer(s) Response Date 5/22/2018

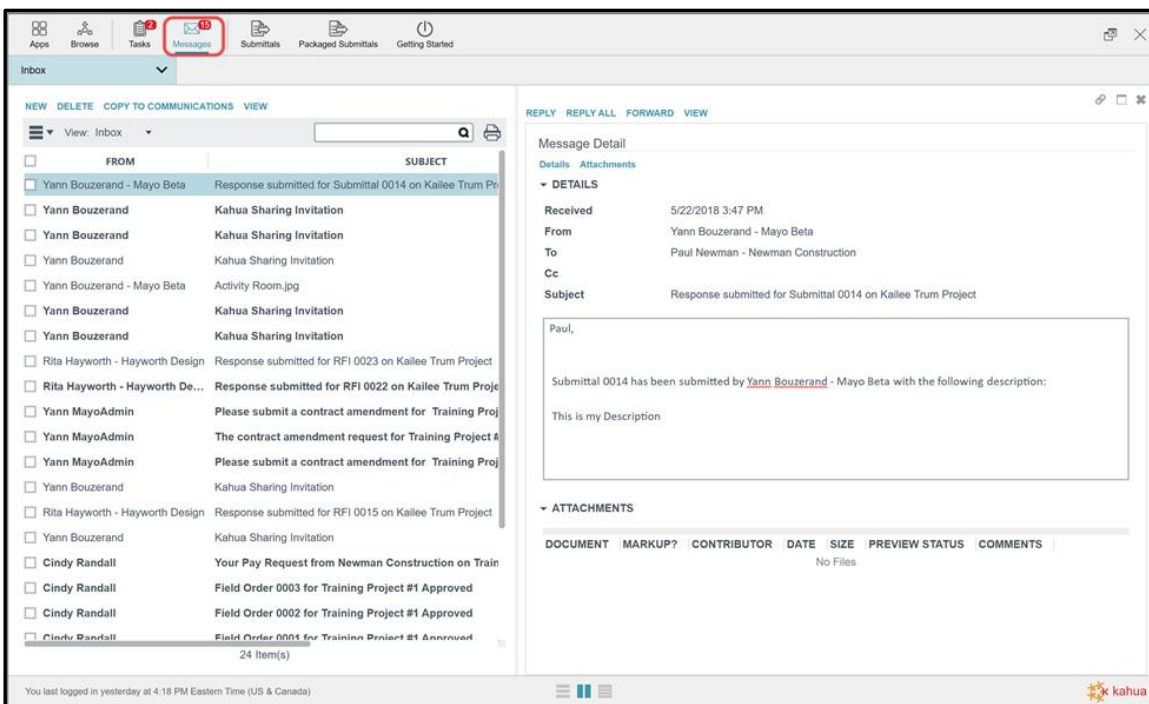
Send To Other Reviewers Submit Response Save

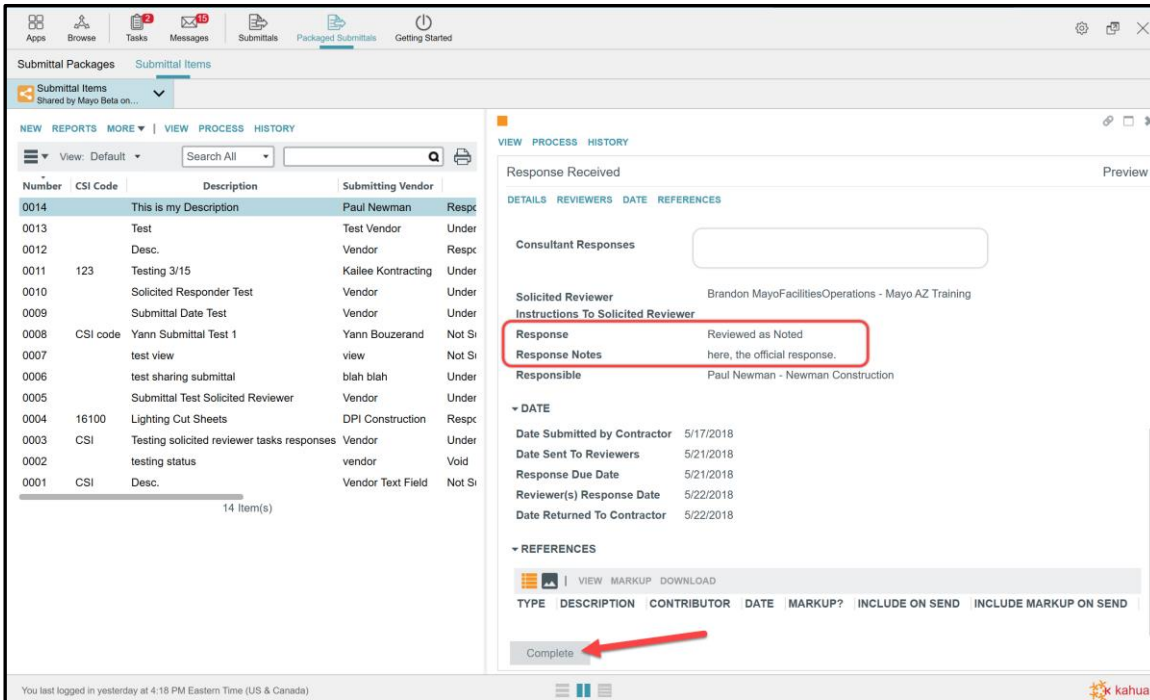
Note: Notifications will be sent to the Contractor, Secondary Reviewers and contacts in the CC field as soon as the Submittal is submitted.

MARKING A SUBMITTAL AS COMPLETE

Once the Submittal has been responded to, the Submitter will have an opportunity to review the response and mark the Submittal as complete. Once complete, the Submittal cannot be edited and can only be unlocked by a Mayo Administrator.

1. A message notification will be received by the Submitter to indicate that the Submittal response has been received.
2. Navigate to the appropriate project. Access the Submittal app from the Application Launcher menu, under the Document Management section.
3. If you are the Contractor, select the **Mayo Clinic: Construction** from the dropdown list.
4. Select the appropriate Submittal in the log.

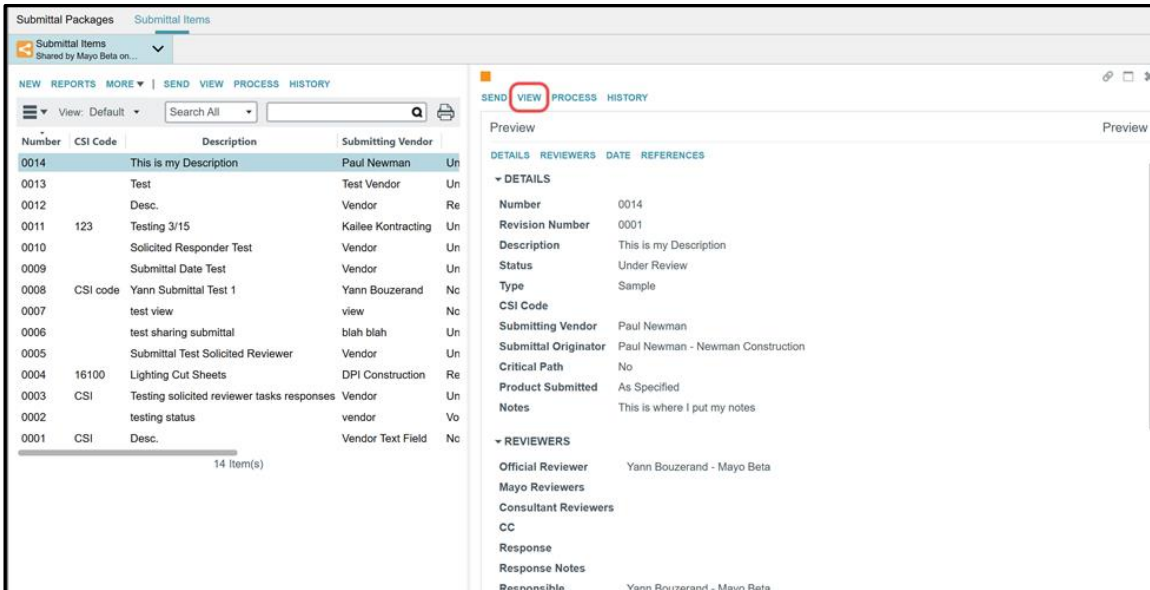




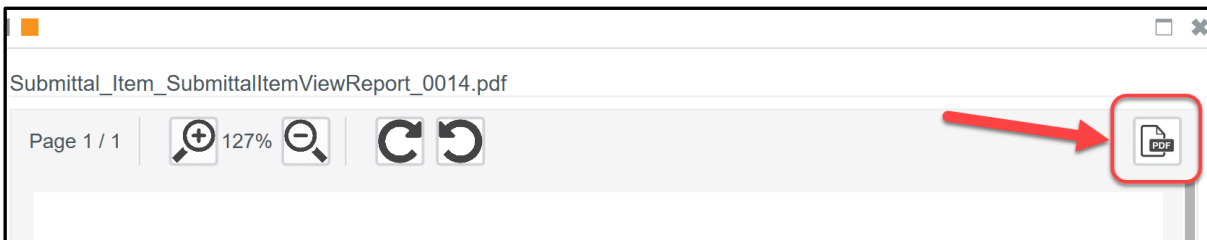
- The Submitter will have the ability to mark the Submittal as “Completed” by selecting the *Complete* button on the record. The completed status will appear in the log and the Responsible column will be null, as the record is no longer out for review.



- Click the *View* button to see the printable version of the Submittal information.



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