SCEIS

South Carolina Enterprise Information System

Knowledge Transfer Program
Accounts Payable Breakout Session 5

Ground Rules

- Important Ground Rules
  - Sign the attendance sheet
  - Feel free to ask questions
  - Turn off your cell phones and pagers
  - No email or internet usage during class except at breaks

Agenda

- Invoice Processing, Including AP Workflow Sequence
- Manage Workflow Information in Business Workflow
- Review and Summary

Learning Objectives

- Upon completion, you should be able to:
  - Describe the invoice process, including the AP workflow sequence.
  - Retrieve and view images from business workflow inbox and navigate SAP Business Workplace.
  - Approve invoices and credit memo payments and cancellations.
  - Attach images to an existing AP document (late imaging).
  - View attached image.
  - Follow workflow path
  - Create External email notification

Benefits of Approving AP in SAP

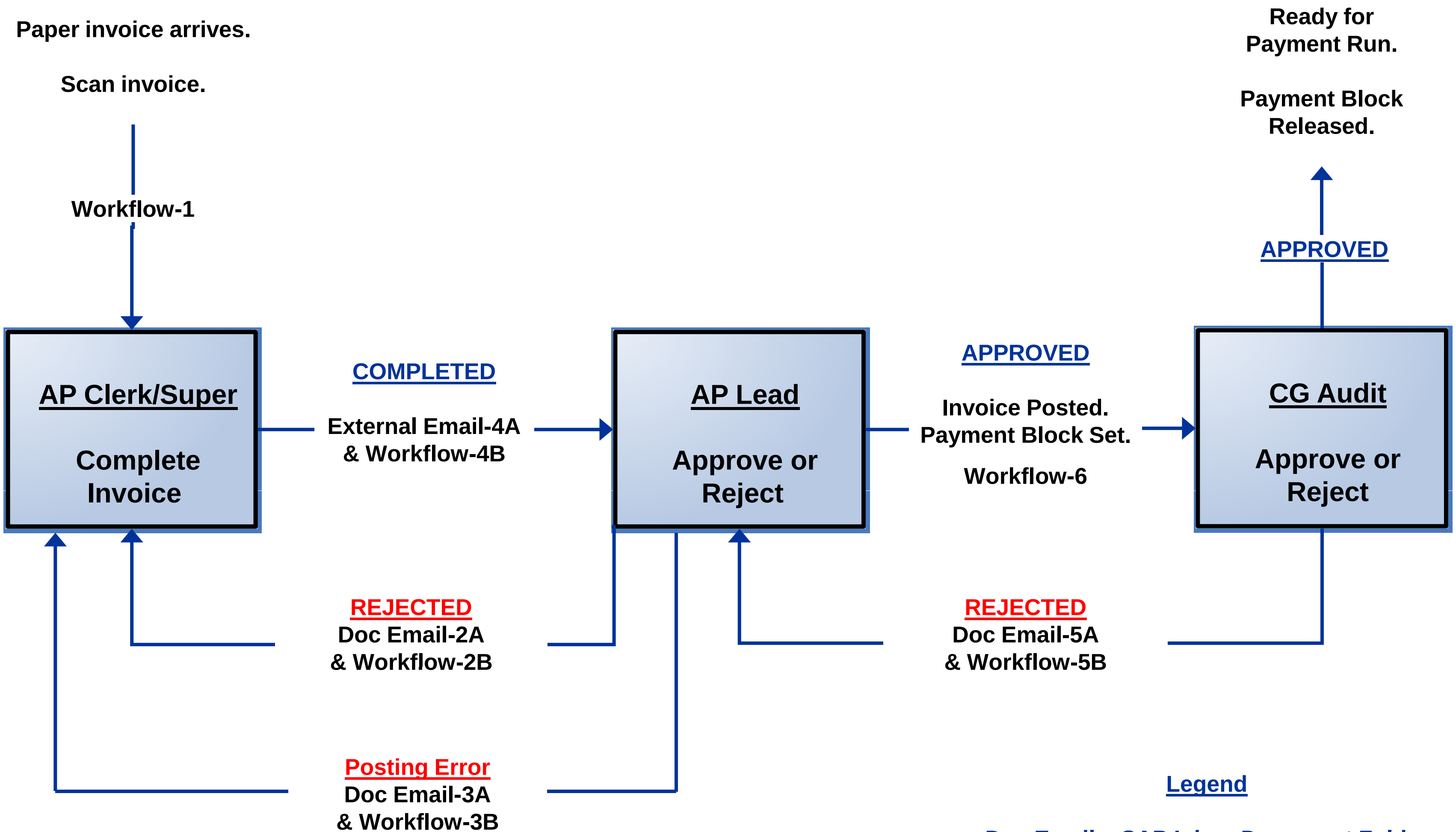
- Integrated system
- Real-time queries and reports
- Easier identification and faster clearing of pending invoices
- Faster processing of vendor payments

Invoice Processing, Including AP Workflow Sequence

Learning Objectives

- Upon completion, you should be able to:
  - Describe the invoicing process, including the AP workflow sequence.
  - Retrieve and view images from business workflow inbox and navigate SAP Business Workplace.
  - Approve invoices and credit memo payments and cancellations.
  - Attach images to an existing AP document (late imaging), if necessary.
  - Follow workflow path.
  - Create external email notification.

AP Workflow Flowchart



Legend

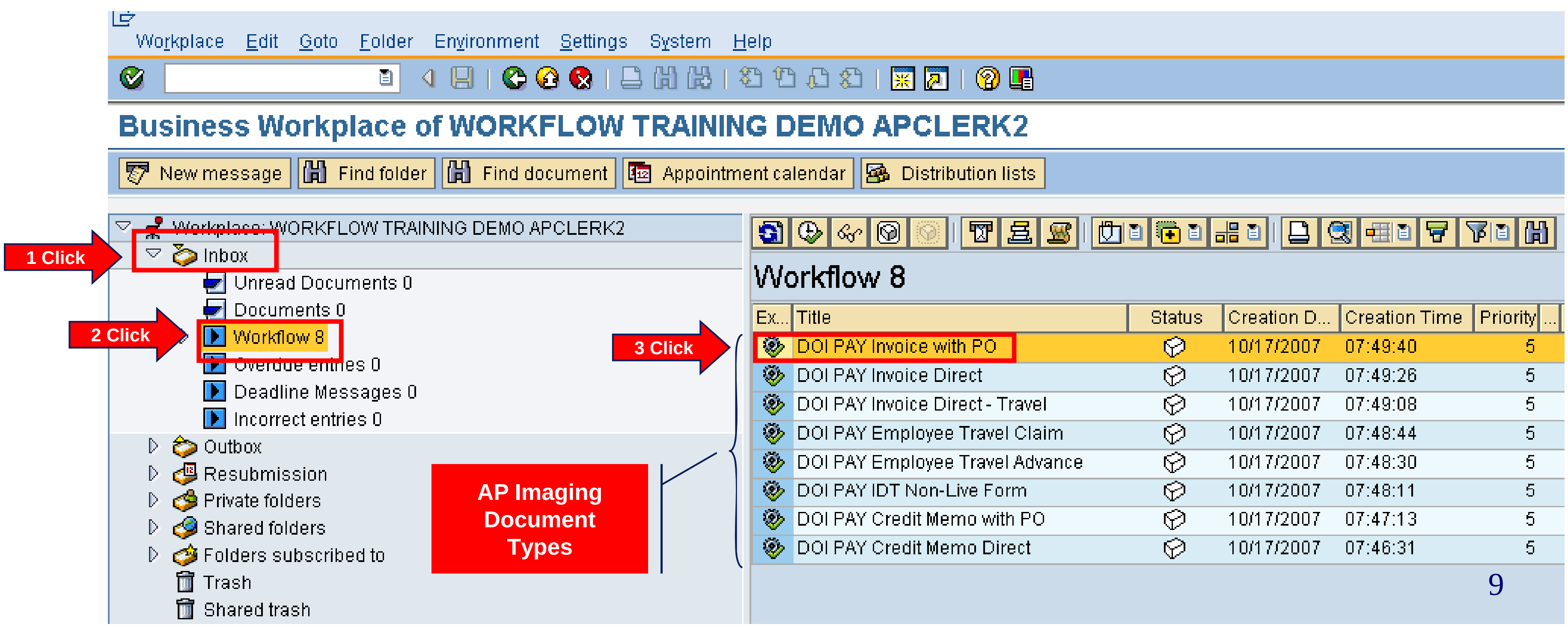
Doc Email = SAP Inbox Document Folder

Workflow = SAP Inbox Workflow Folder

AP Workflow

SAP Business Work Place

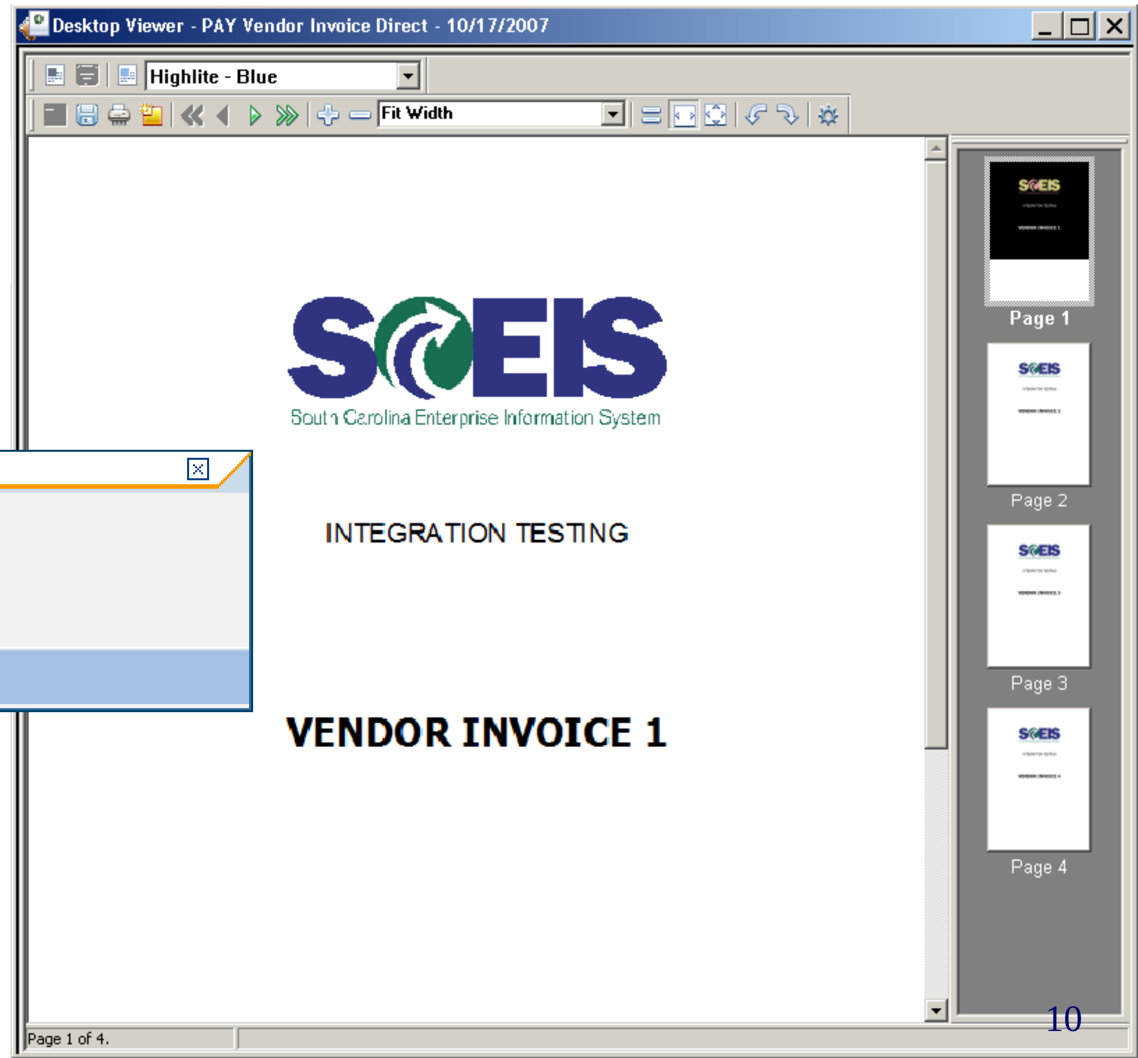
Receive Invoice Image

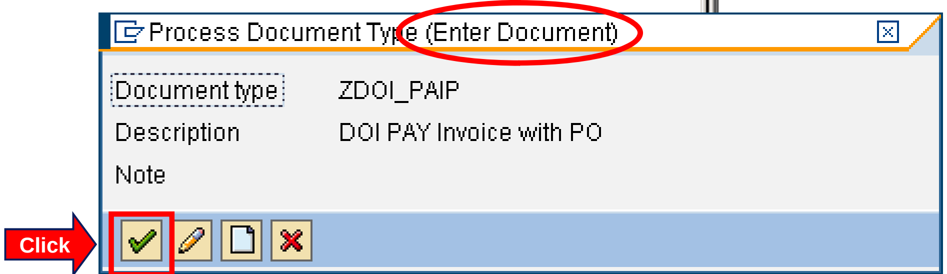


AP Workflow

Launch New AP Transaction From Image (Early Imaging)

Invoice image appears along with execution box.

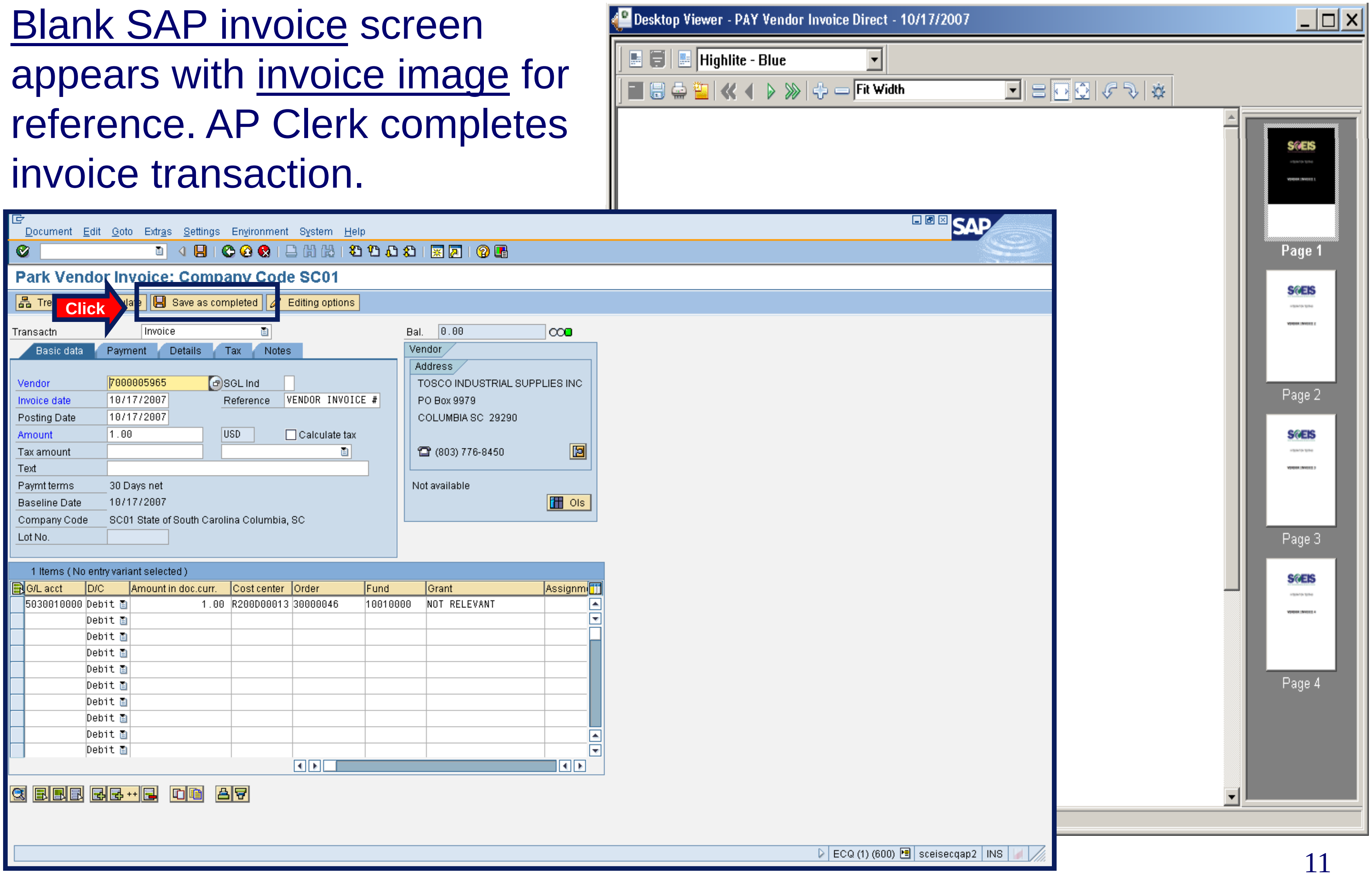




AP Workflow

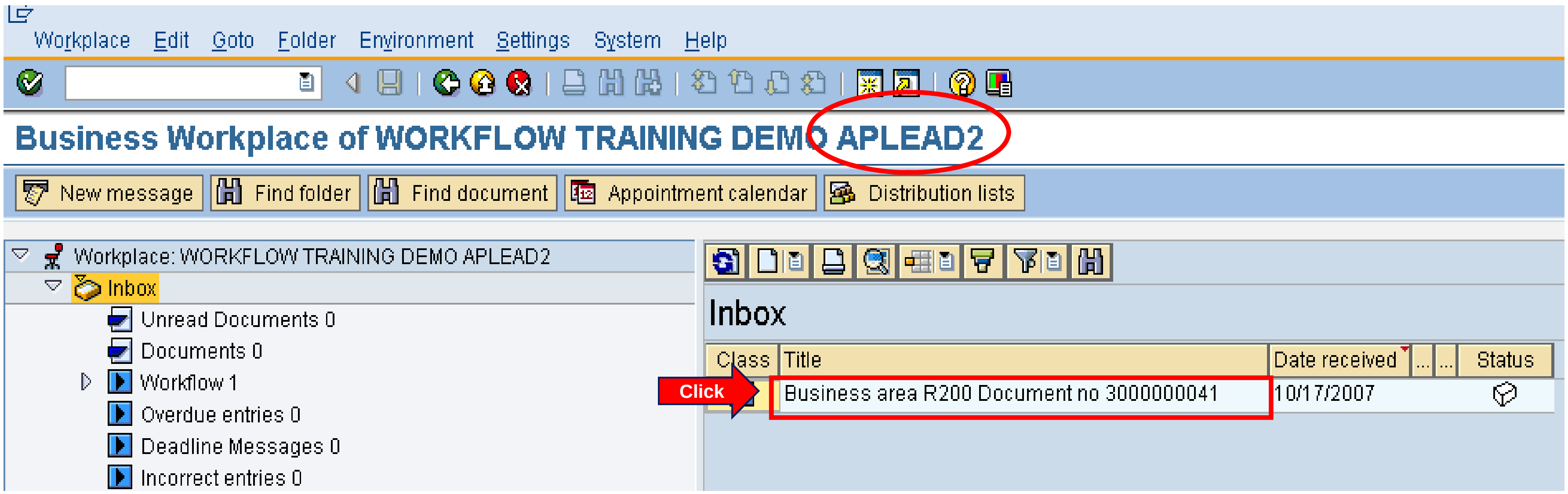
Launch New AP Transaction From Image (Early Imaging)

Blank SAP invoice screen appears with invoice image for reference. AP Clerk completes invoice transaction.

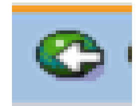


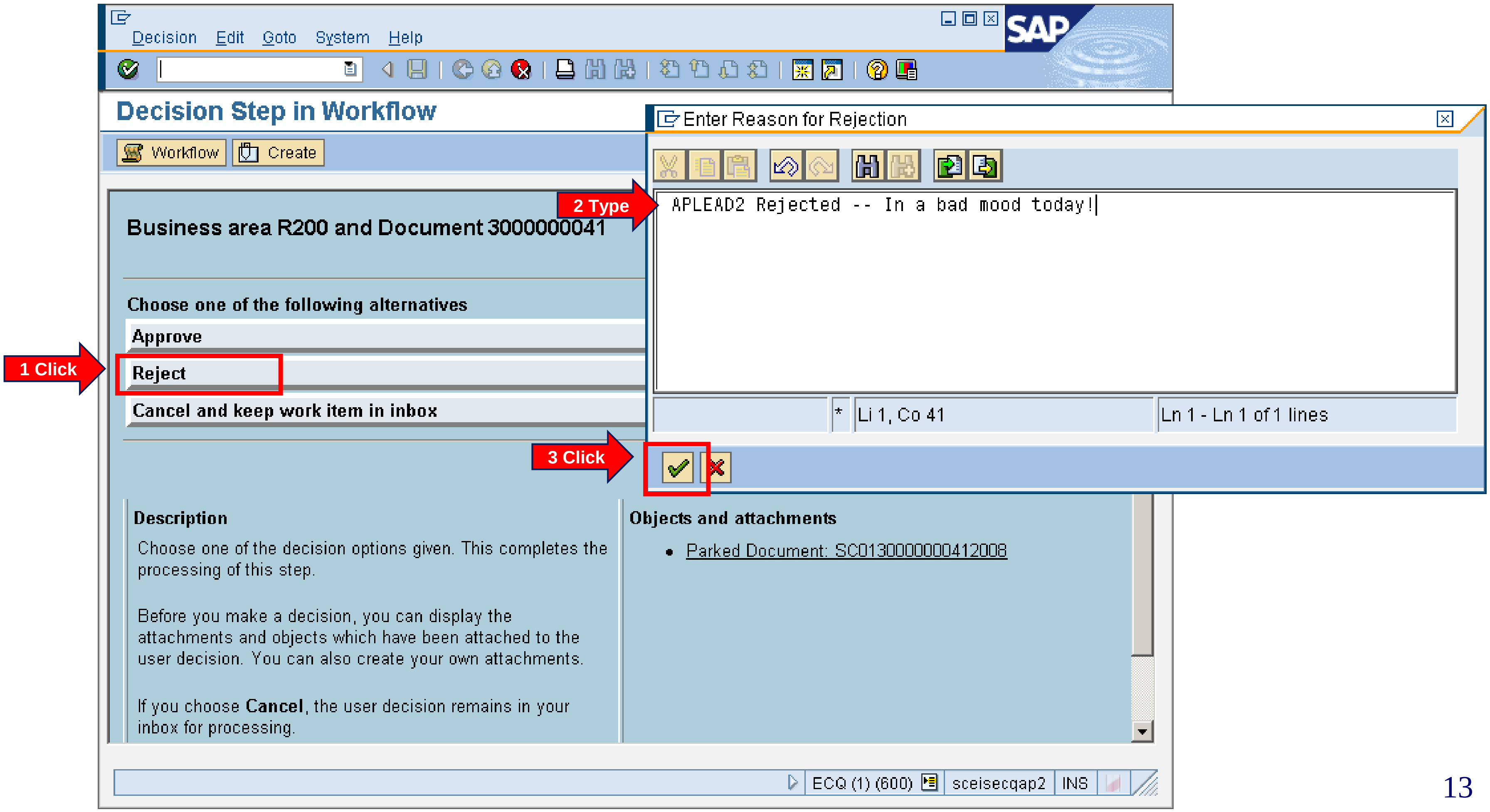
AP Workflow Sequence

AP Lead receives workflow message for completed invoice.



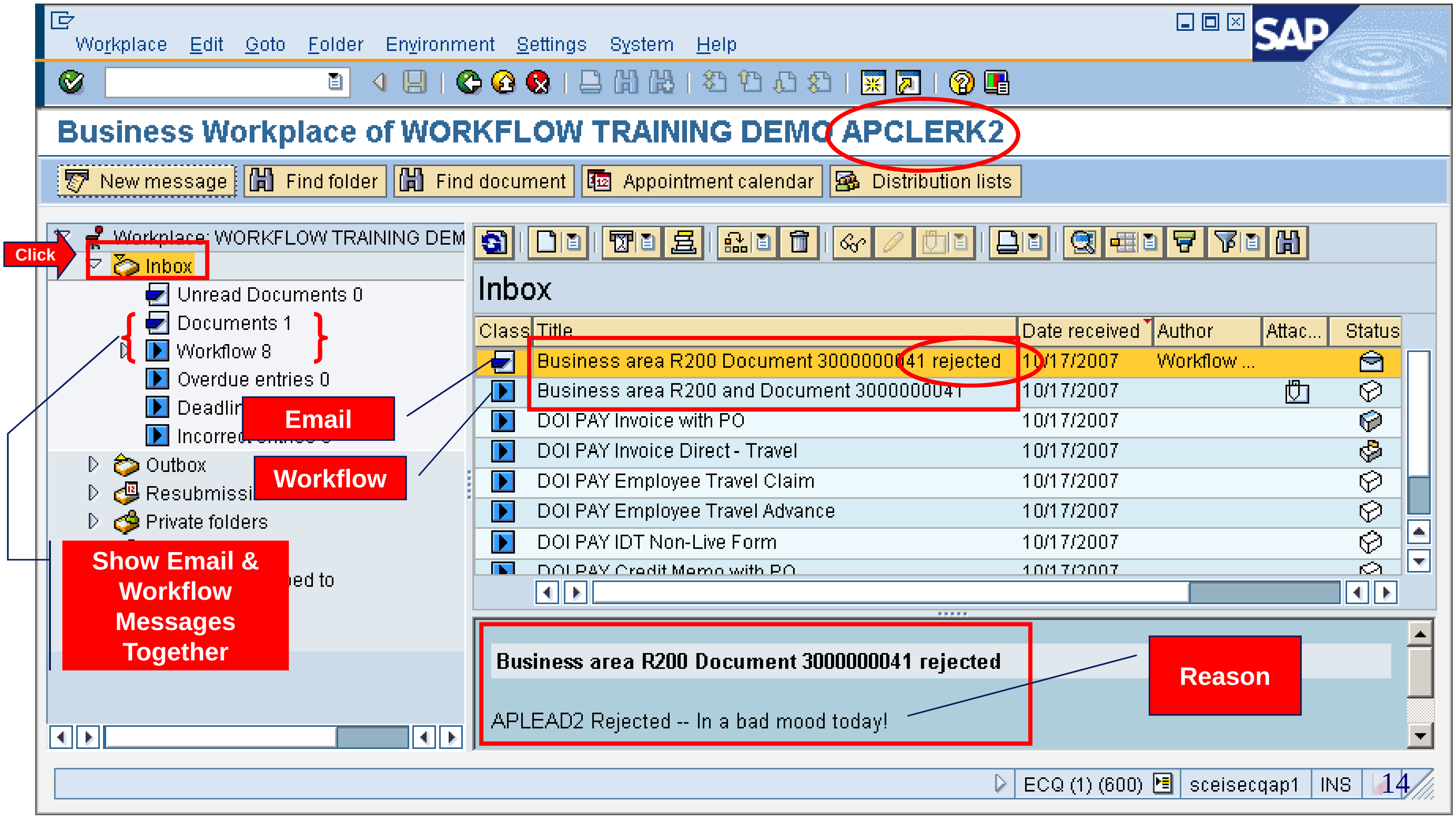
AP Workflow Sequence cont.

AP Lead reviews invoice (not shown). Click  Approve/Reject screen appears. If rejected, reason screen appears.



AP Workflow Sequence cont.

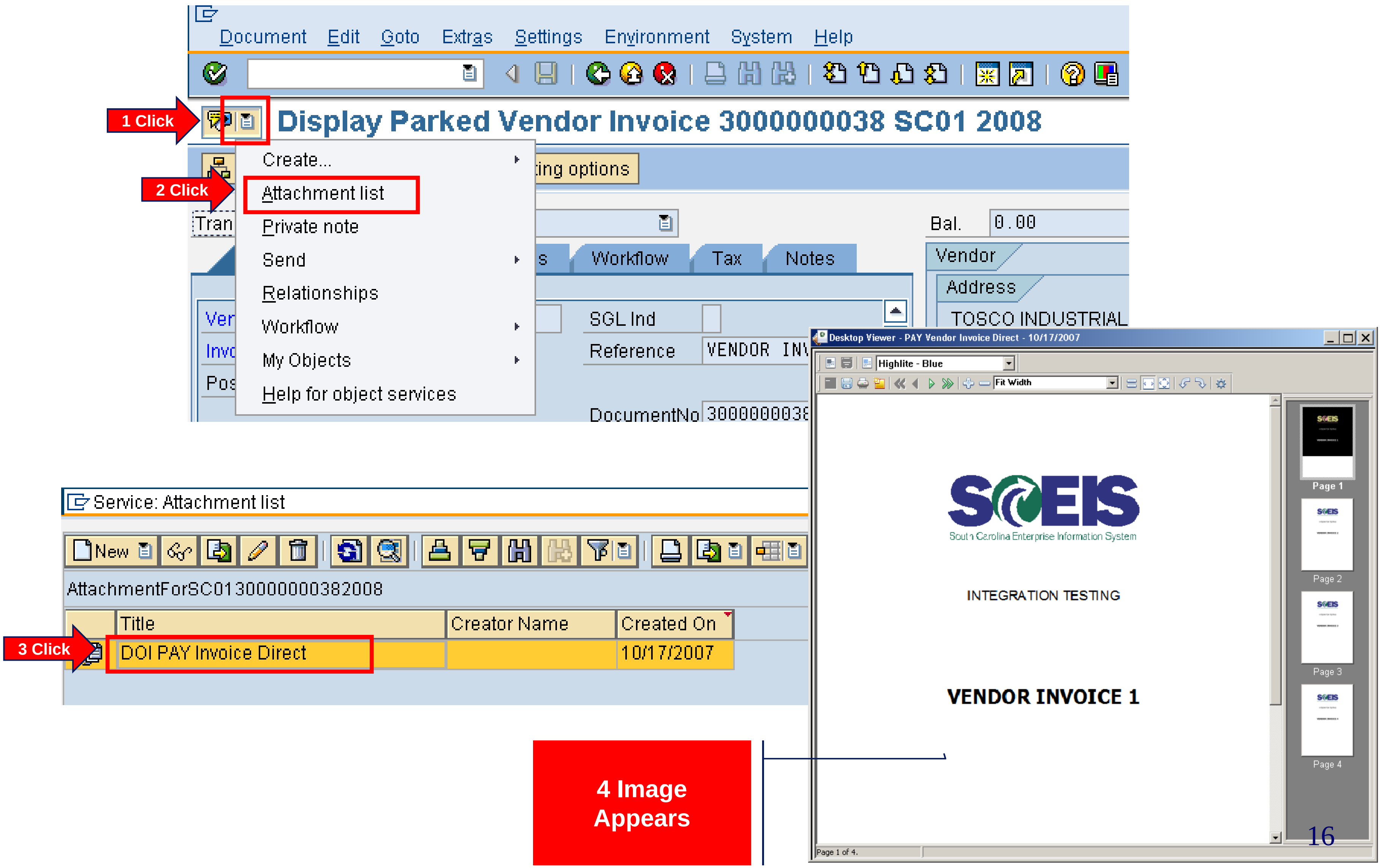
AP Clerk receives rejection email and workflow messages.



AP Workflow Sequence cont.

- AP Clerk/Supervisor corrects reason for rejection
  - Workflow is sent to AP Lead again for review
- AP Lead approves invoice
  - Invoice is posted
  - Workflow is sent to CG Auditor for payment approval
- If CG approves
  - Payment block is released and invoice is ready for payment run
- If CG rejects
  - Workflow and express email are sent back to AP Lead
  - AP Lead can reverse invoice or send to AP supervisor to reverse and then create new document for payment.
  - AP Lead approves new invoice.
  - Workflow to CG for approval

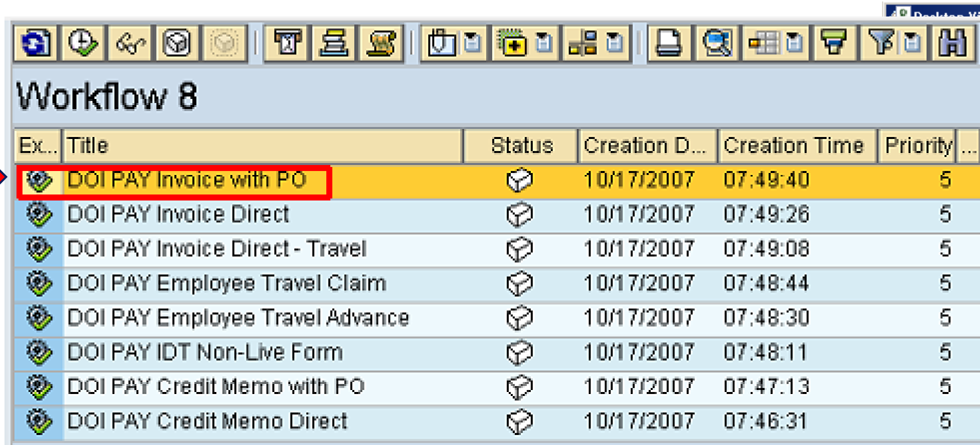
View Images from an SAP Document

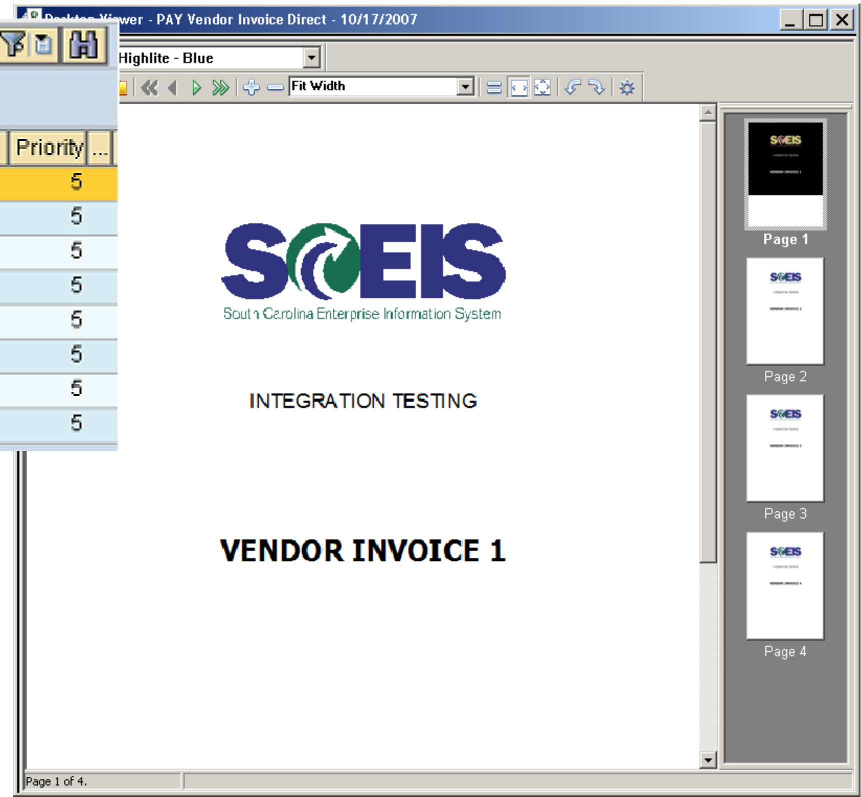


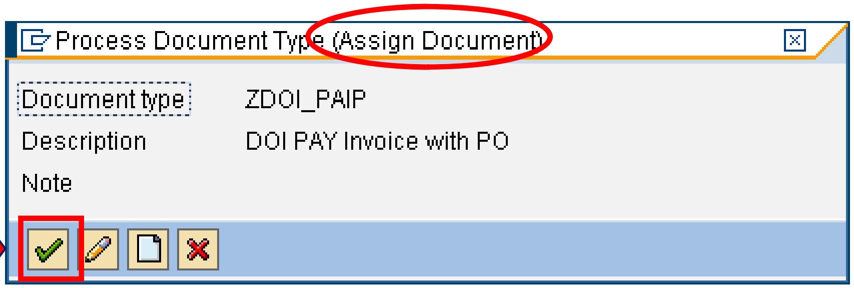
AP Workflow

Attach Images to an Existing SAP Document (Late Imaging)

1 Click







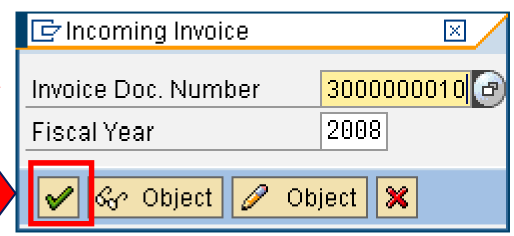
2 Click

Invoice image appears with execution box.

Enter **Invoice Document Number**

Click **Enter** button .

Image is attached to document.



3 Click

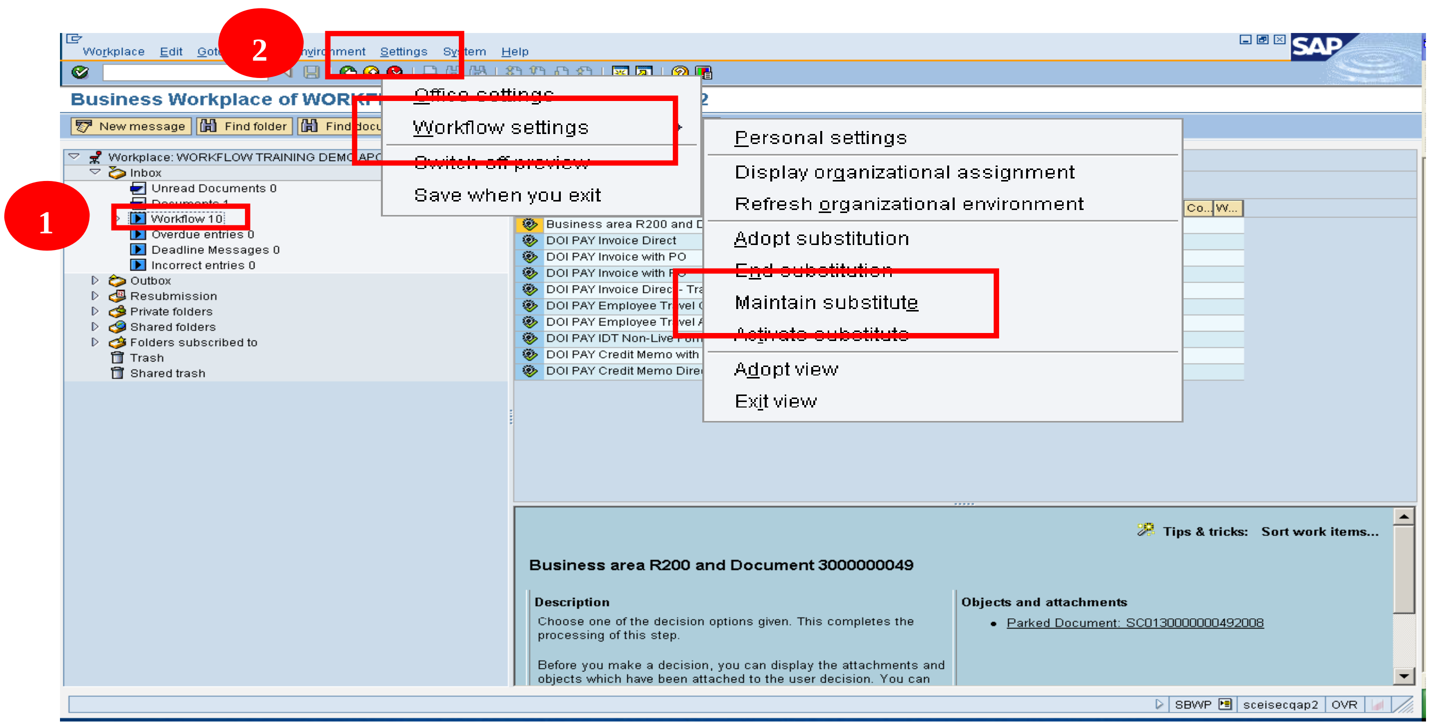
Manage Workflow Information in Business Workflow

Workflow Substitutions: Maintain

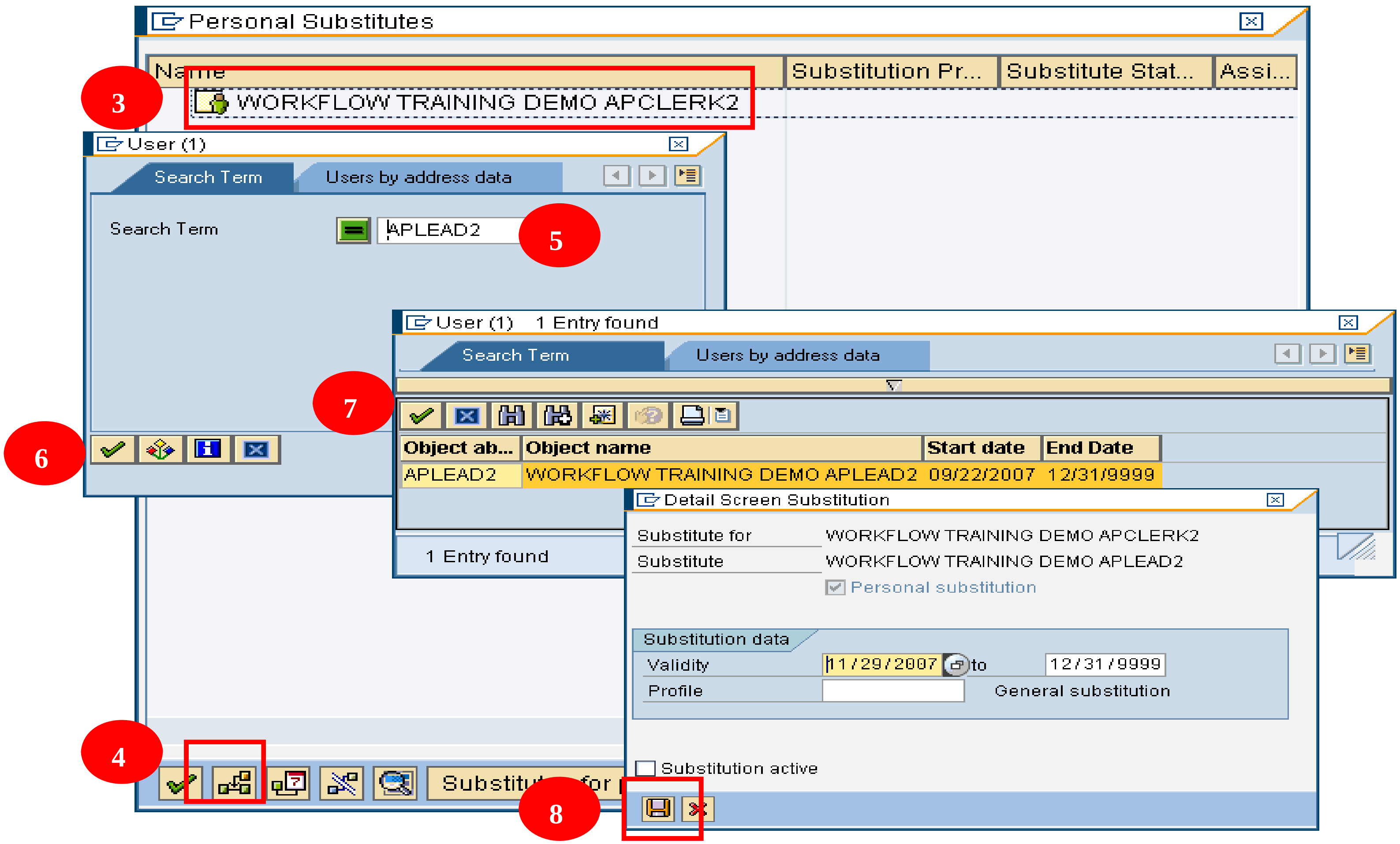
Set Up Workflow Substitution

Once in Business Workplace

1. Select: *Inbox > Workflow*
2. Select: *Settings > Workflow Settings > Maintain Substitute*

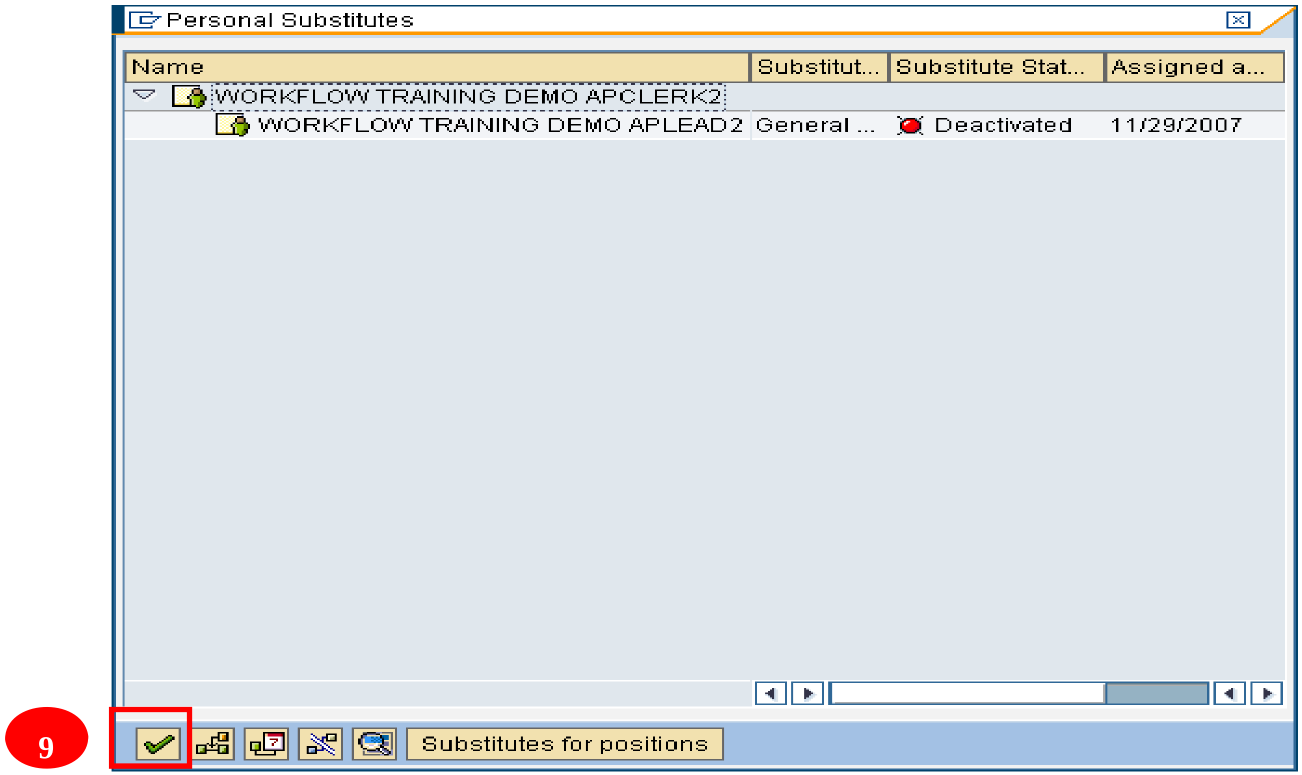


Workflow Substitutions: Maintain cont.



Workflow Substitutions: Maintain cont.

9. Click: **Continue** (green check) button.



The substitute is now set up, but not activated.

Workflow Substitutions: Activate

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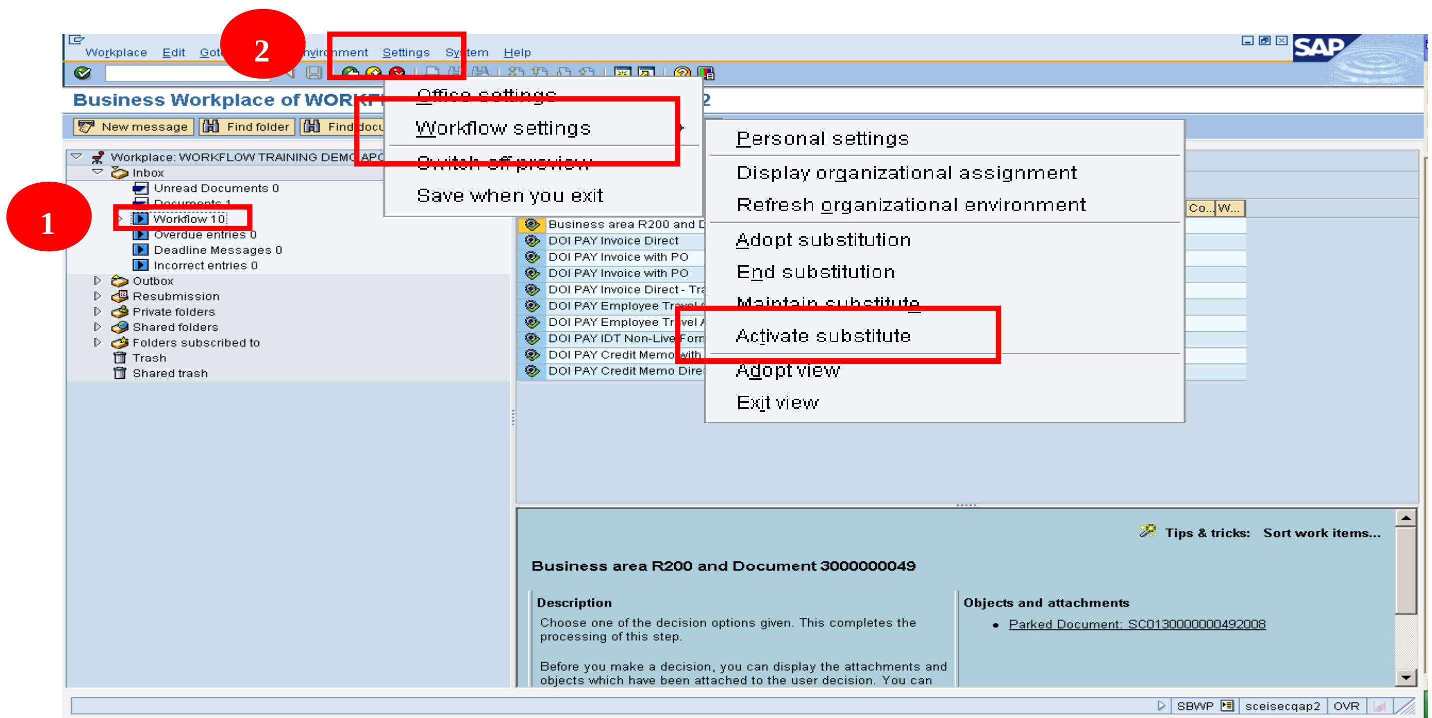
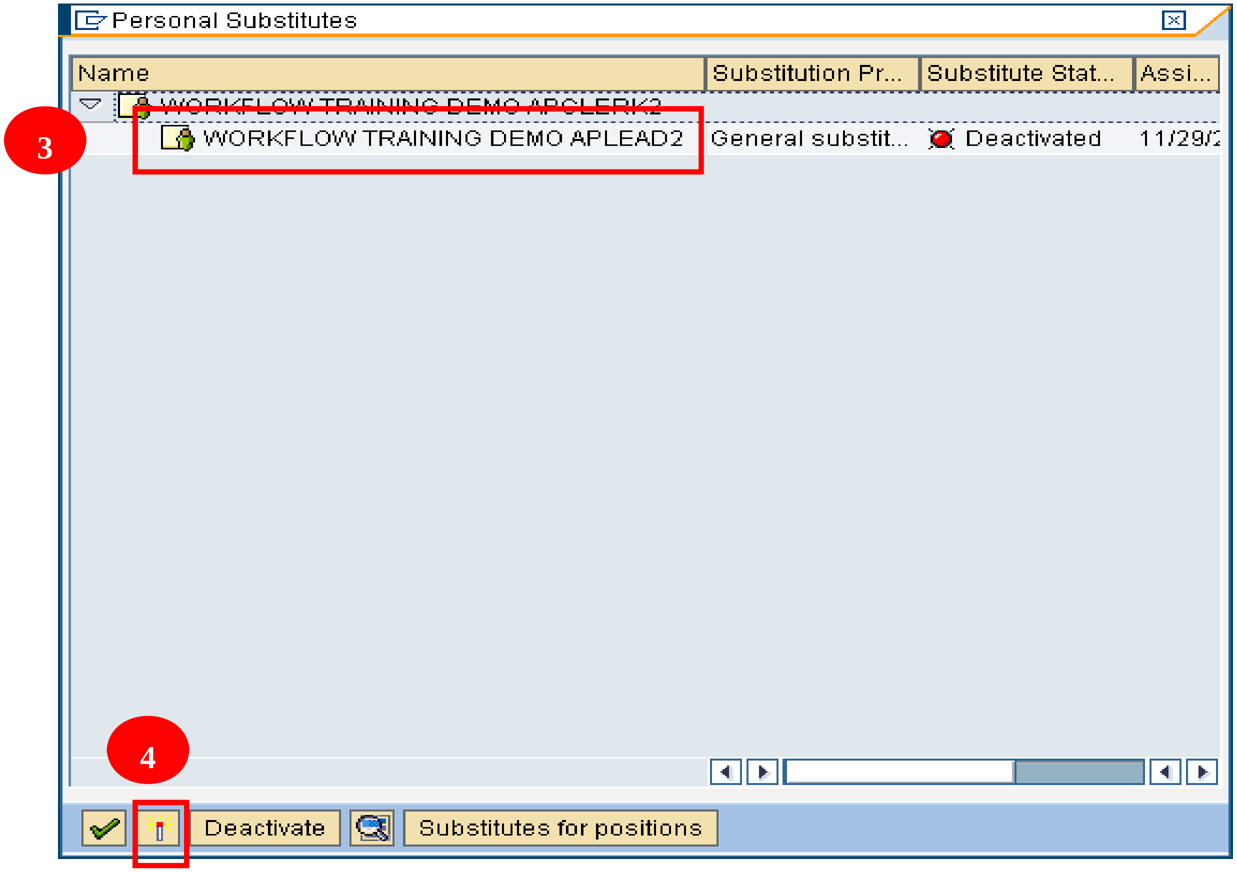
- Activate Workflow Substitution
- Once in Business Workplace
- Select: Inbox > Workflow
- Select: Settings > Workflow Settings > Activate



Workflow Substitutions: Activate cont.

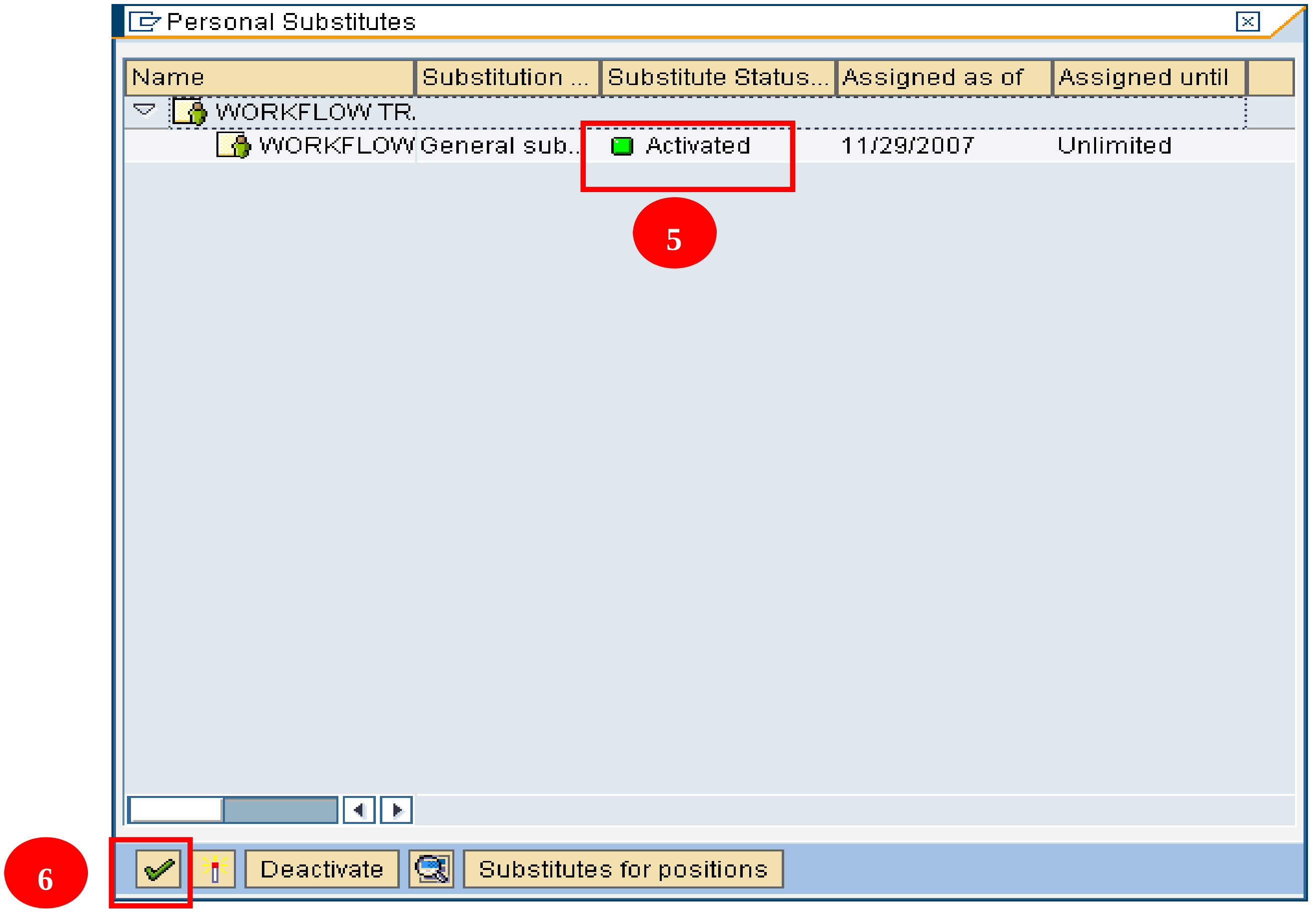
3. Select the user-id to be the substitute (e.g. APLEAD2)
4. Click: **Activate** (flashlight icon)



The substitution status is now activated.

Workflow Substitutions: Activate cont.

5. Confirm the Substitute Status is “Active”
6. Click: **Continue** (green check)

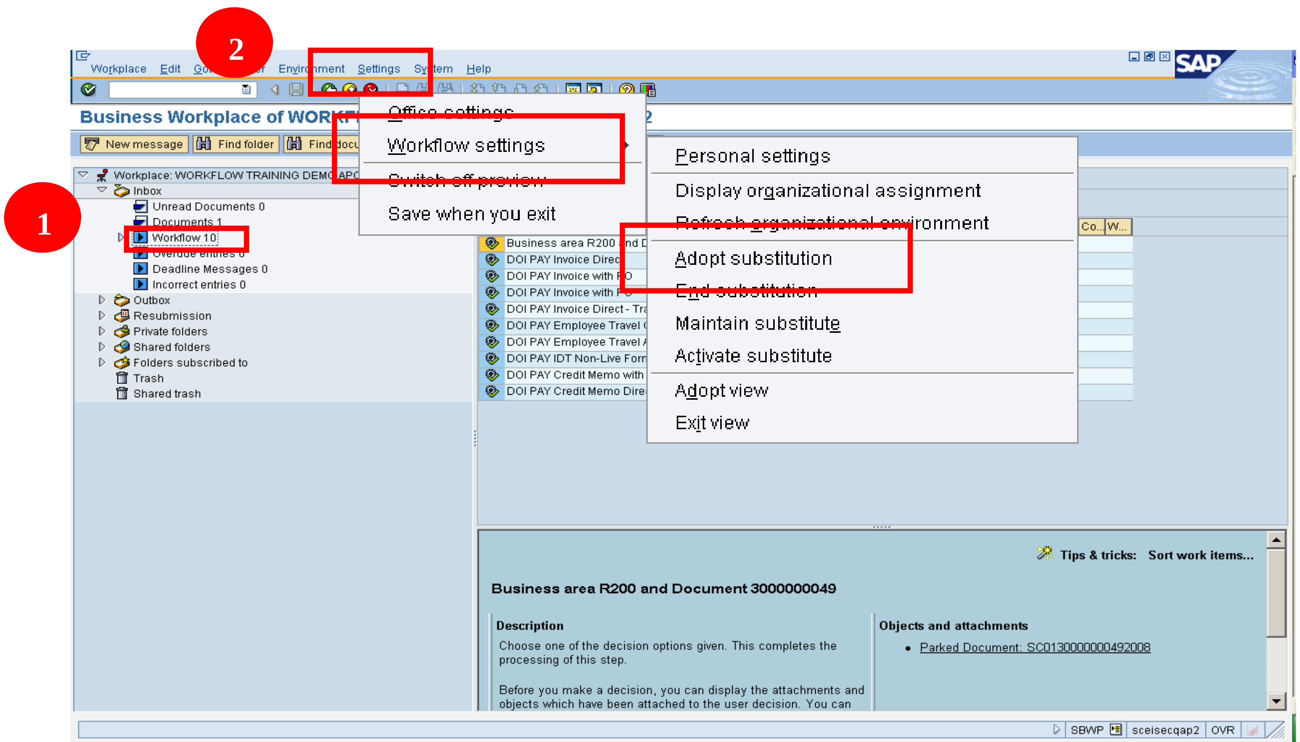


Workflow Substitutions: Adopt Substitution

- The person that you want to adopt must set up your user-id via the Maintain procedure in their account before you can perform the Adopt procedure.

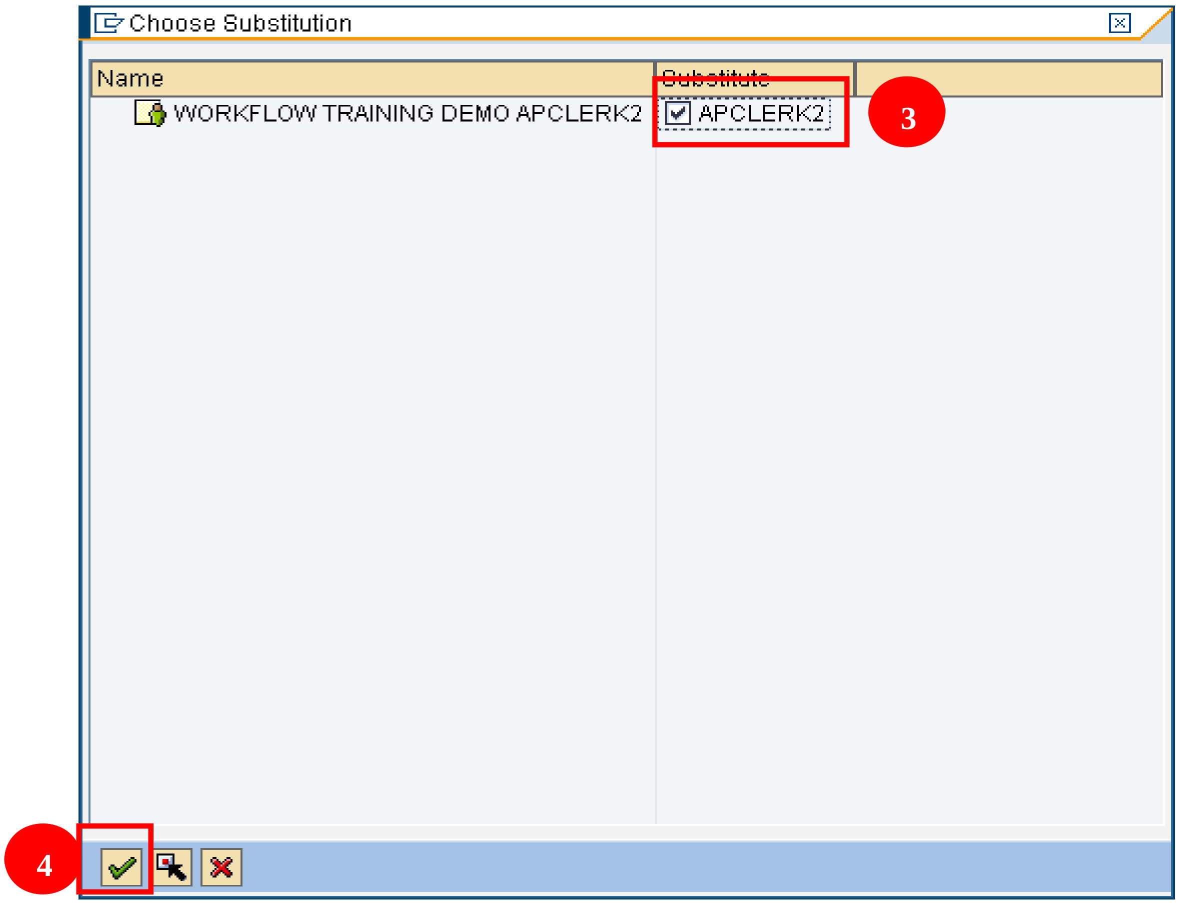
From Business Workplace

1. Select: *Inbox > Workflow*
2. Select: *Settings > Workflow Settings > Adopt Substitution*



Workflow Substitutions: Adopt Substitution cont.

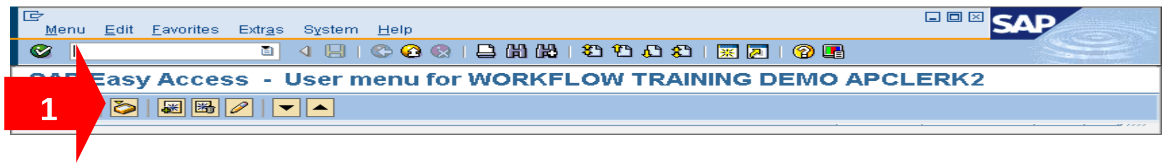
3. Click the **Check** box next to the user for whom you want to be a substitute (e.g. APCLERK2).
4. Click: **Continue** (green check)



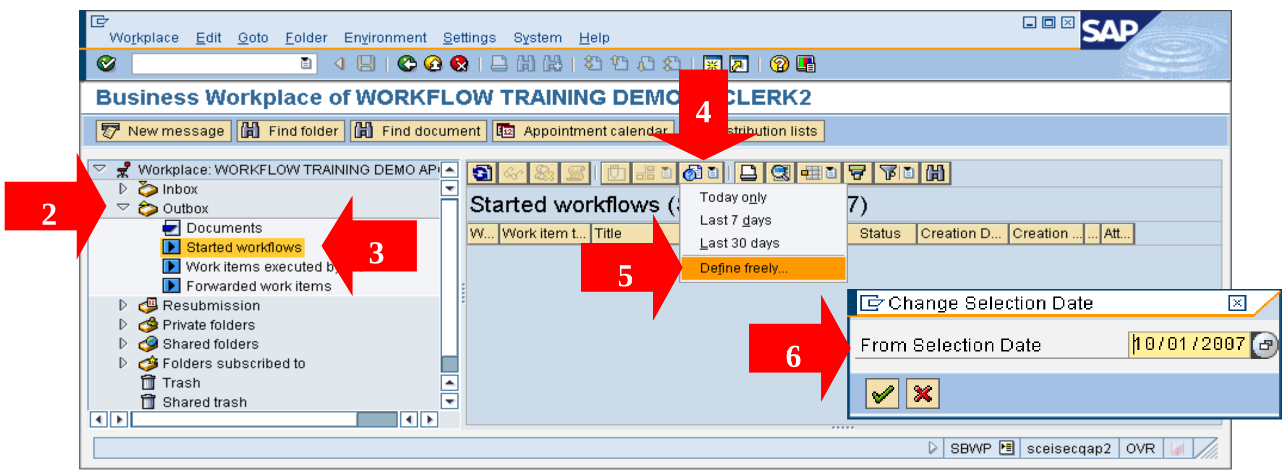
Check Status of Workflow

- **Display the list of workflow items that you have started**

1. Go to your Business Workplace



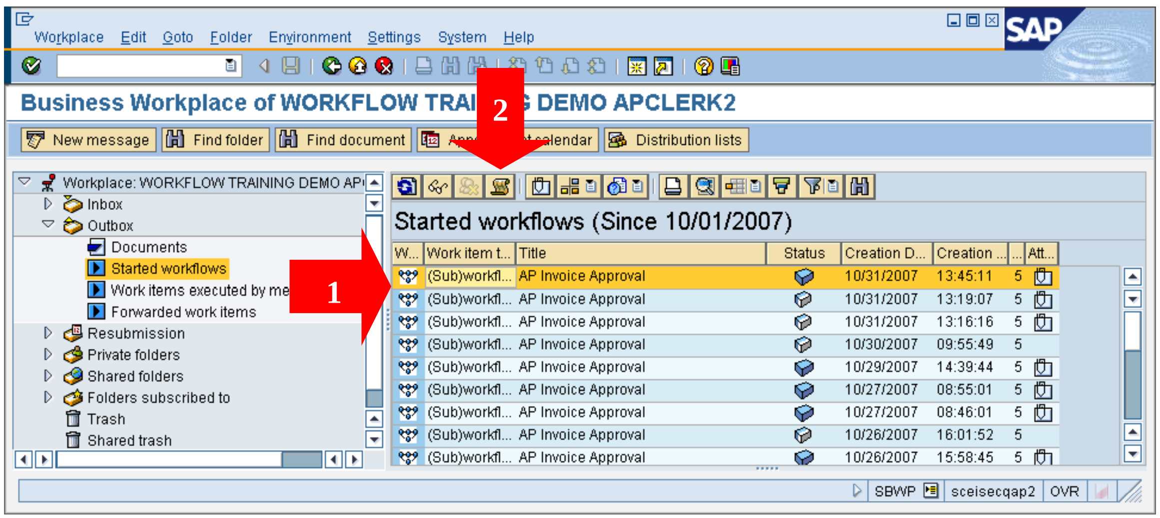
2. In Business Workplace, click **Outbox**
3. Click **Started Workflows**
4. Click **Change Selection Period** icon
5. Click **Define Freely**
6. Enter the starting date in the **From Selection Date** field



Check Status of Workflow cont.

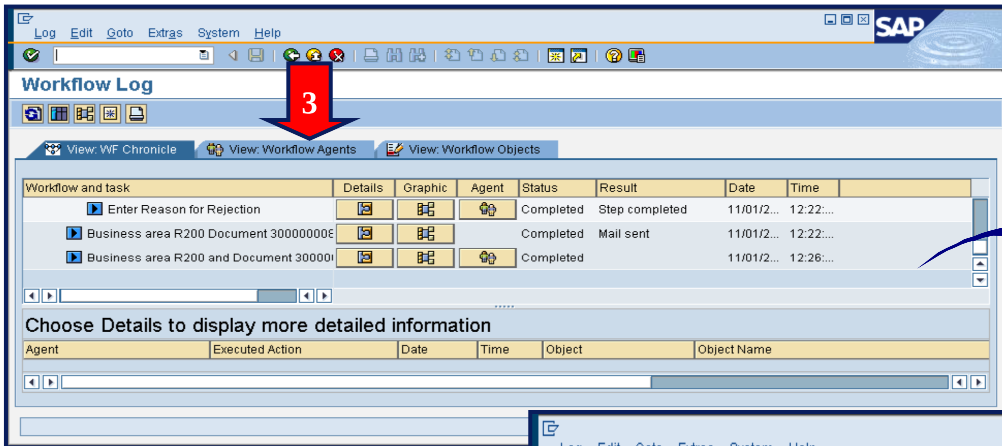
- **Investigate <u>completed</u> workflow items (solid brick)**
  - **Workflow items that have been completed are no longer in anybody's workflow inbox. The following steps display the users that participated in the approval process for completed items.**

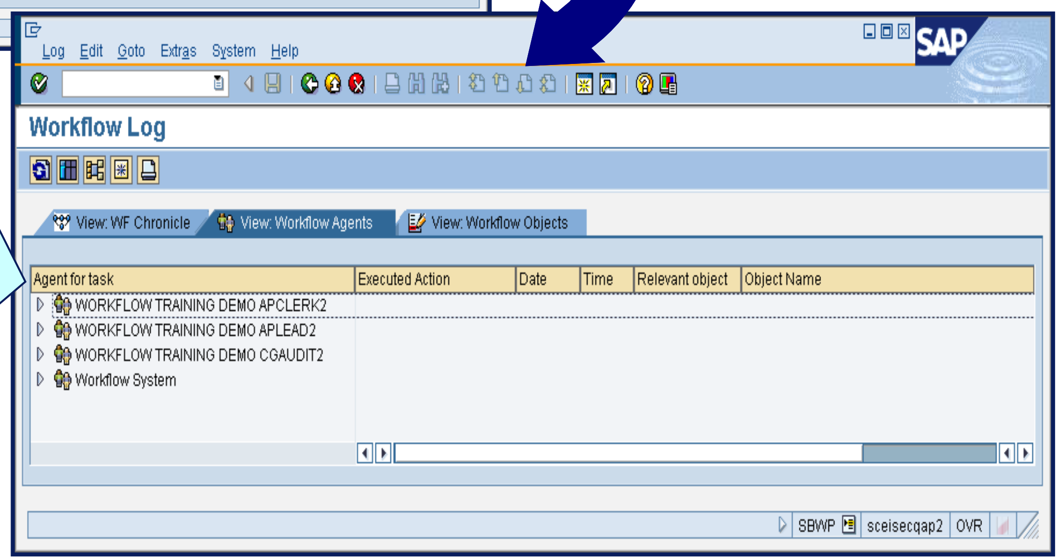
1. Select the appropriate line item.
2. Click **Display Workflow Log** (the "magic carpet" icon)



Check Status of Workflow cont.

3. Click **View: Workflow Agents** tab



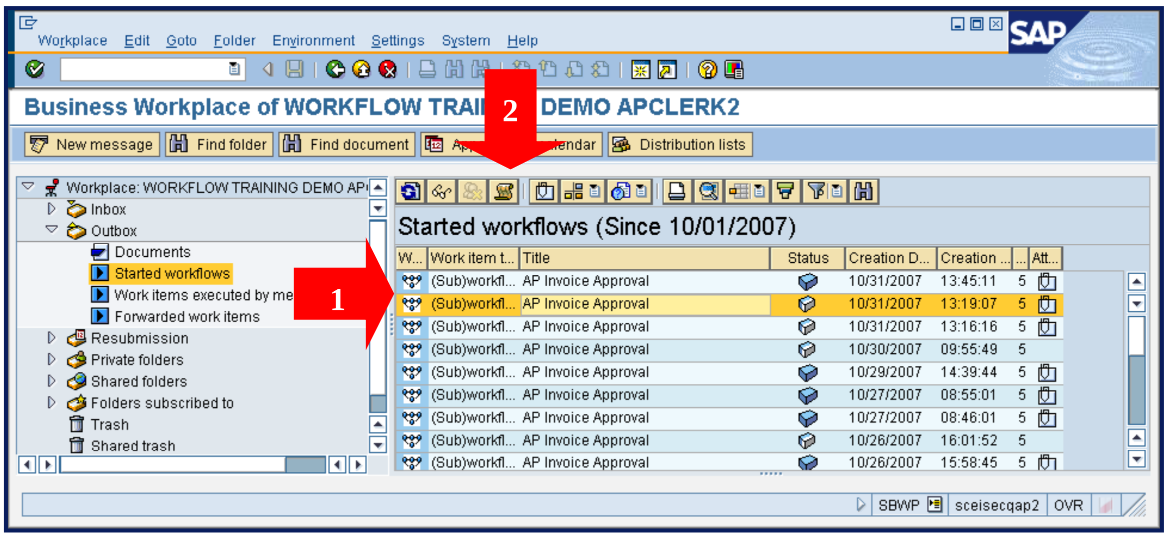


The column ‘Agent for Task’ list user that participated in the workflow approval. In this example, userid ***APCLERK2*** completed an invoice, ***APLEAD2*** approved it and ***CGAUDIT2*** approved it.

Check Status of Workflow cont.

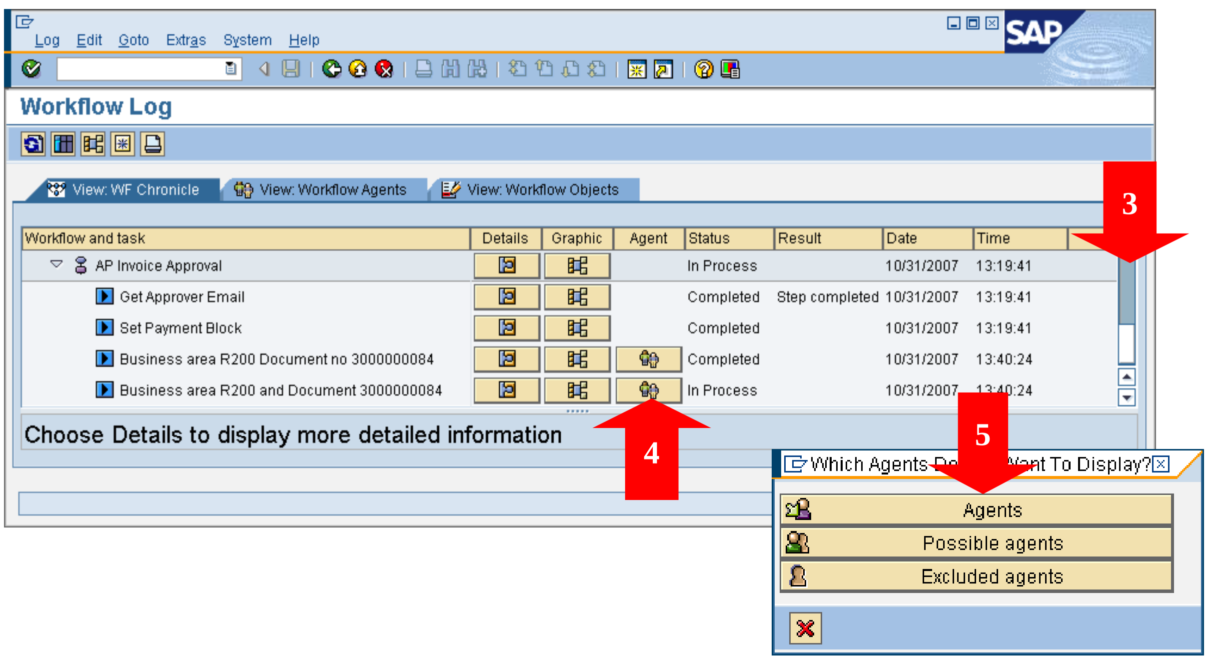
- **Investigate <u>in progress</u> workflow items (white and half-solid brick)**
  - **Workflow items that are in progress are in one or more user's workflow inbox. The following steps display the user id's in which the workflow item is currently located.**

1. Select the appropriate line item.
2. Click **Display Workflow Log** (the "magic carpet" icon)



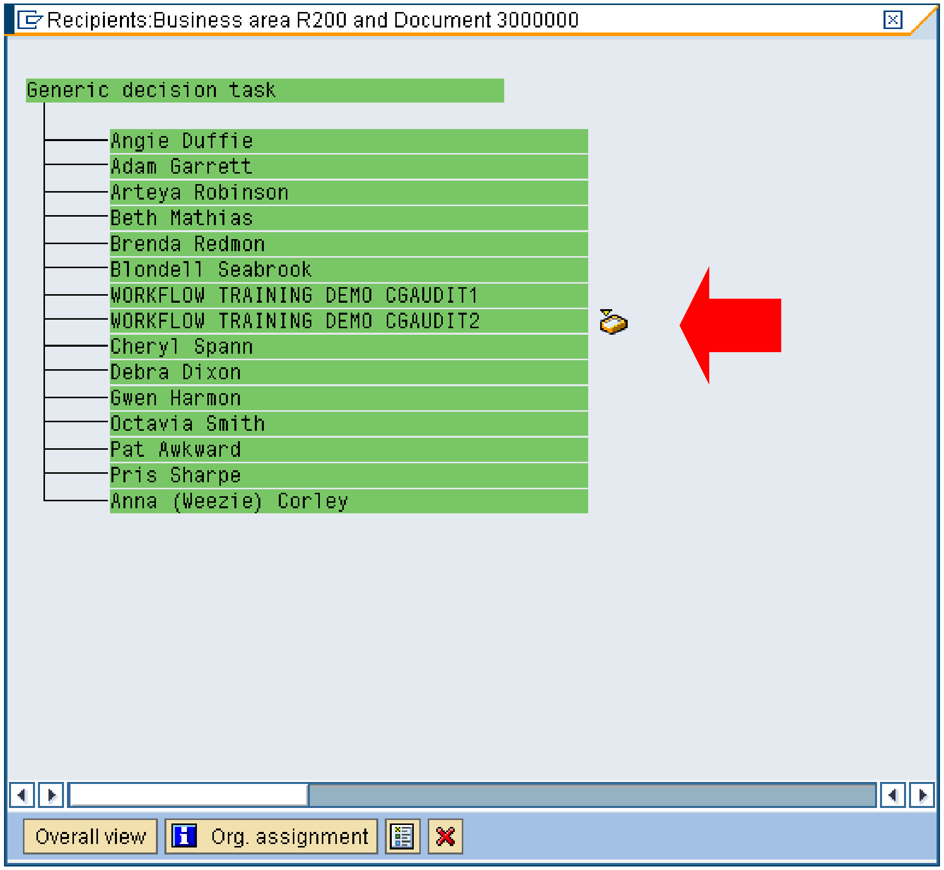
Check Status of Workflow cont.

3. Scroll down to the end of the window
4. Click  in the Agent column, with status of ***In Process***.
5. Click **Agents** button.



Check Status of Workflow cont.

- Once user clicks **Agents** button, the screen shown below will appear.
- The "Inbox" icon shows the userid(s) inbox in which the workflow item is currently located.



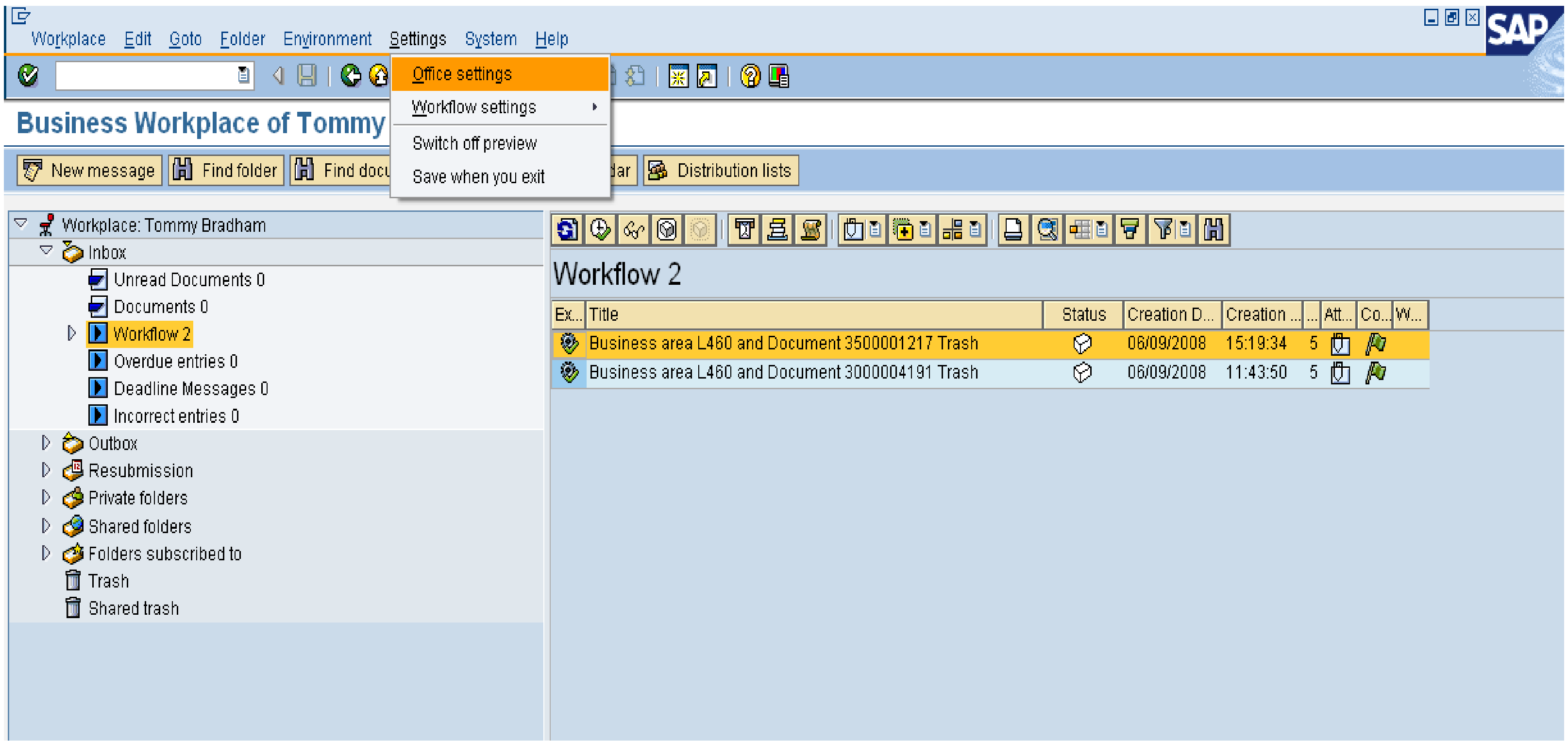
External Email Notification

External Email Notification

- Documents that need to be reviewed in SAP can be sent to any email address.
- The person wanting the email sent to another address is the one that must set up the email account to automatically forward the email outside of SAP.

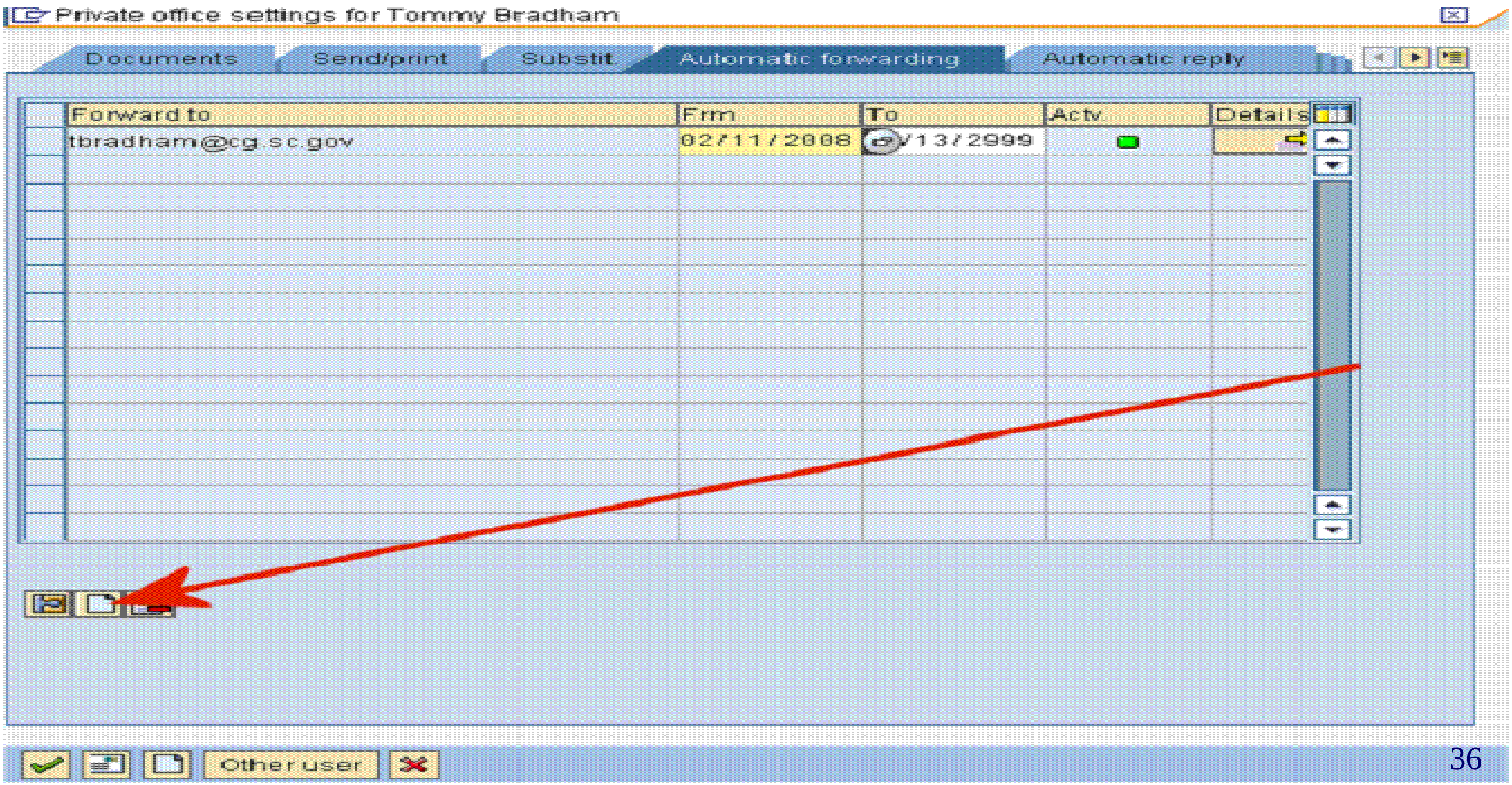
Setting Email Notification

- Go to business workplace within SAP
- Click on settings then office setting on your toolbar



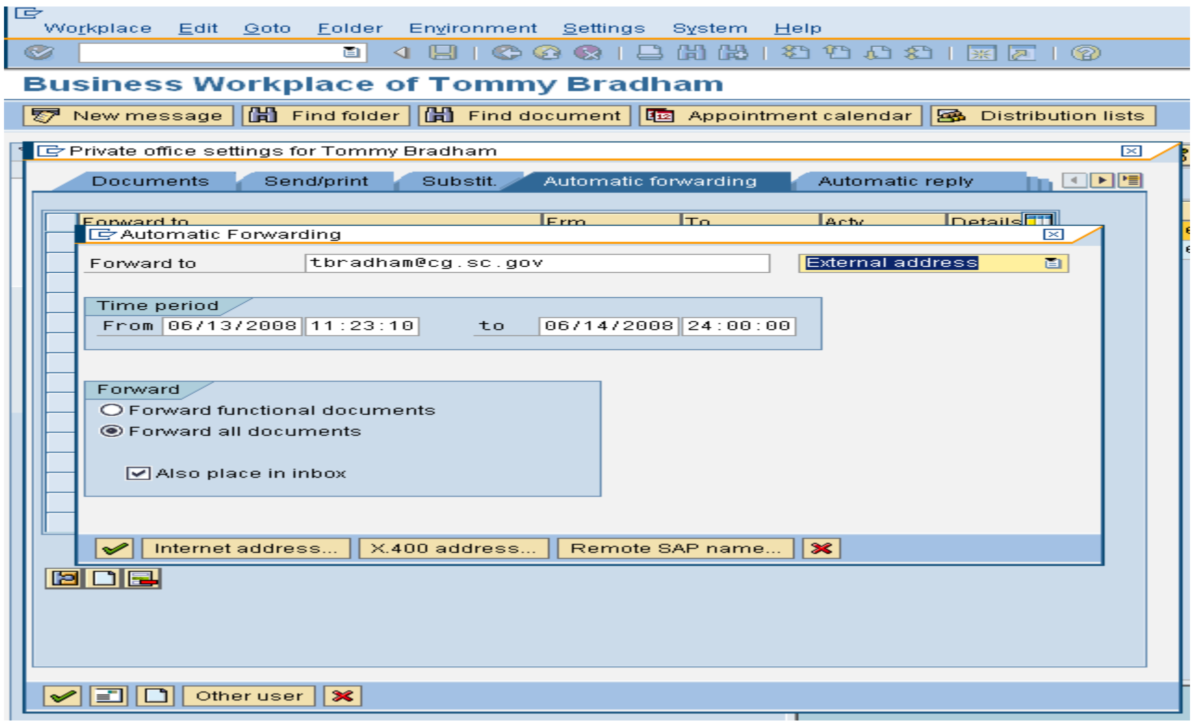
Setting Email Notification cont.

Choose automatic forwarding and then click create.



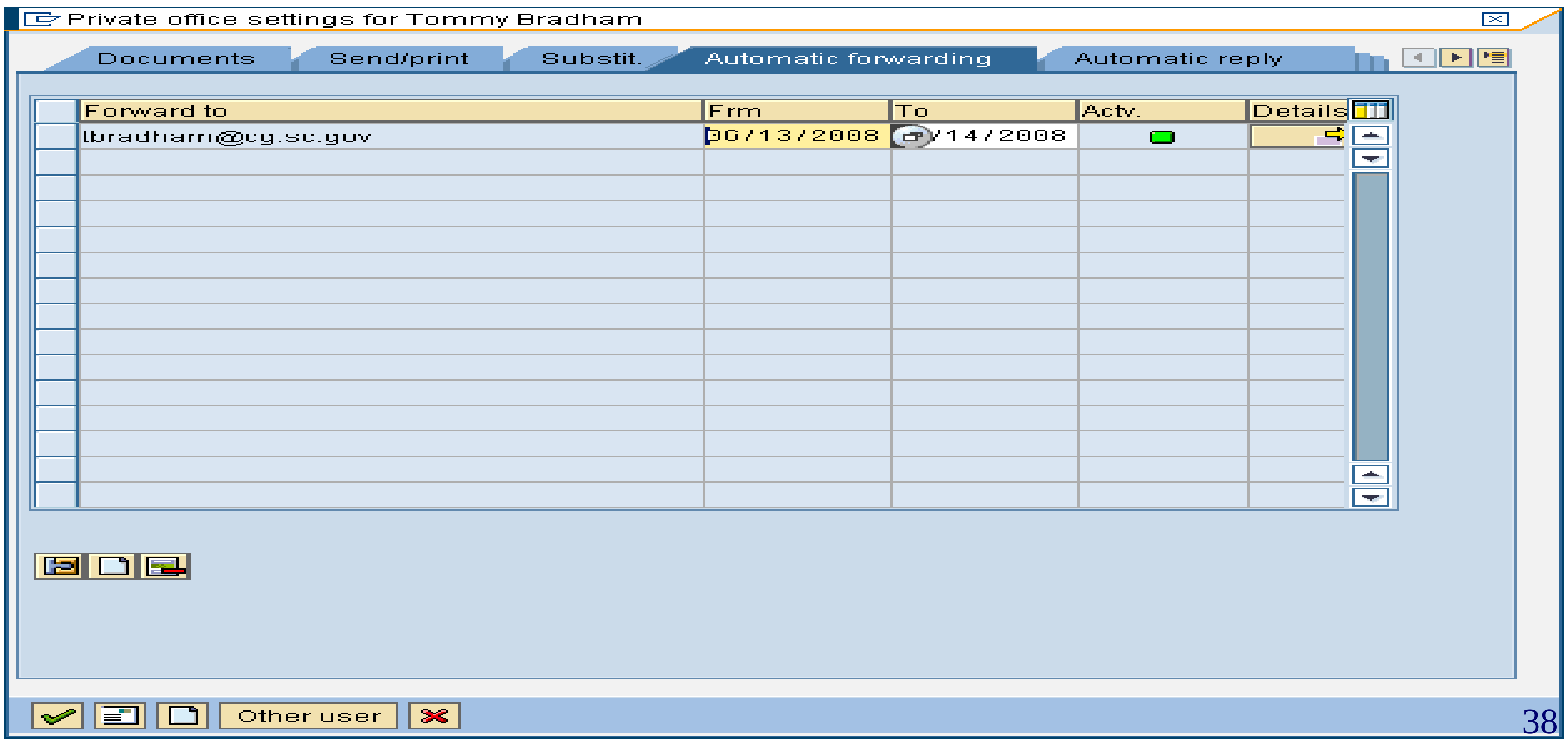
Setting Email Notification cont.

- Enter forwarding email address as an “external address.”
- Type in a validity time period.
- Choose all documents
- Check “Also place in inbox”



Setting Email Notification cont.

- Save and you are finished.
- The activity light should be green.
- If the activity light is not green check the validity period.



Summary

- You should be able to:
  - Describe the invoice process, including the AP workflow sequence.
  - Retrieve and view images from business workflow inbox and navigate SAP Business Workplace.
  - Approve invoices and credit memo payments and cancellations.
  - Attach images to an existing AP document (late imaging).
  - View attached image.
  - View workflow information in Business Workplace

What Questions?