The Workflow Status report filtered for accounts payable vendor invoices with problems (APInv) provides a listing of invoices blocked for payment to the vendor who provided Duke with the goods/service outlined in the purchase order. While invoices on this report have posted to Duke’s general ledger and the appropriate cost objects have been expensed, the lack of vendor payments represent unreconciled expenses.

- The Workflow Status Report is available to individuals with the basic SAP financial role under the Finance Tab or to grant managers with the GM Tab in the Duke@Work portal.
- The report can be run by the BFR code associated with an organizational unit or by a specific cost object. If running by BFR, it is recommended that you use the BFR associated with the parent organizational unit.
- Complete instructions for how to run the report can be found in the Workflow Status Report guide or the Workflow Status Report by Cost Object guide.
- APInv are only one of the workflows displayed in the Workflow Status Report. To focus on APInv, filter the report specifically for APInv.
- Once executed and filtered, consider downloading the report into Excel. Once downloaded, the report can be manipulated to focus on those APInv that have/will soon result in a late payment to the vendor.
- Please note: the Workflow Status Report is not inclusive of all problem invoices. Units should ensure workflow recipients understand it is critical to take timely action on all notifications received.

Duke’s standard payment terms are Net 30 days from the date of the invoice. Any APInv in workflow 30 days or longer represents a late vendor payment which can result in vendors placing Duke on credit hold.

Running Workflow Status Report by BFR

Option 1: Select “Refresh Values” and use the organizational structure to find the BFR of interest. Once highlighted, move the BFR to the right using the “arrows” and select “OK”.

Option 2: Enter a specific BFR in the search field followed by an “*”. Select the “Look Up” button. When the BFR is returned, select the “arrow” to move it to the right side of the screen and select “OK”.

Problem Invoice Mapper – May 2016
Running Workflow Status Report by BFR

Enter the cost object or cost objects for which you want to run the report. If using multiple cost objects, enter the number and select “Enter” on your keyboard to move to the next line.

Enter or Paste Cost Objects:

2034158
2035099
2034512
2034417
2034296

Select “Go”.

Focusing on AP Problem Invoice View

The Workflow Status Report provides status updates for a variety of workflows. It is easier to work with the data returned when workflows are filtered by workflow type.

Sorting Workflow Status Report to View APInv

To easily identify APInv, sort the report for APInv only.

If the Input Controls screen is closed, select the icon to open the screen.
Understanding Workflow Status – APInv Filter – Critical Data Elements

While the workflow status report in the APInv view contains a wide range of data, many of the fields are informational and provide insight into a department’s APInv workflow settings, but are not critical in determining which workflows require immediate action. Understanding the critical data elements and how to use them to drive action on problem invoices will assist departments with effective workflow management.

If the report is run by BFR/Org Unit, workflows are included if the workflow recipient is included in the BRF/Org Unit for which the report is run. If the report is run by cost object, all workflows associated with the cost object are included.

Critical Data Elements

To best use this report for problem invoices, “stop” and focus on data elements critical for understanding those invoices requiring action.

- **Created** – displays the date the APInv workflow began and is based on the blocked invoice posting date.
- **Received** – displays the date the APInv workflow was received at the current workflow step.
- **Days** – displays the number of days the workflow has been at the current workflow step. Most often, it will reflect the number of days the invoice has been in a blocked status. As this column is reviewed, keep in mind the following:
  - Duke’s net payment terms are net 30 from the invoice date; therefore, anything over 30 days represents a late payment to the vendor.
  - “Days” are tied to the posting date of the invoice, not the date the vendor put on the invoice. In the event that invoices are not received by Accounts Payable in a timely manner, the “days” in workflow can be less than 30 but the payment to the vendor can still be late.
- **Description** - displays the blocking condition of the invoice, the cost object used to route the workflow, the SAP number associated with the block (not significant), and the PO against which the invoice is posted. Understanding the blocking condition, will assist in determining the appropriate action to take to remove the block. Blocking conditions include the following:
  - **PO Quantity Block** occurs when the quantity of the invoice does not match the quantity of the purchase order. Most often, quantity blocks occur when the invoice is posted prior to the department confirming the items were received via goods receipt.
  - **PO VEL Price Block** occurs when the blocked invoice causes a standing PO (also referenced as limit or framework order) to exceed the dollar amount assigned to the purchase order.
  - **PO Price Block** occurs when the unit price of items included in the invoice exceed the purchase order price by 1%. All price blocks route to Procurement Services for action. **Work directly with Procurements Services for any questions about invoices blocked for price.**
- **Who** – displays the NetID of the person/people who currently have the workflow and provides a hyperlink which opens an email to the individuals listed. As a general rule, the person/people listed should be the ones with knowledge of the invoice or the individual designated by the department to manage blocked invoices for the department. Use Duke OIT Account Self Service to identify the names of workflow recipients, if necessary.
Workflow Status Reports - Problem Invoice Mapper

Downloading Workflow Status

Executed in the portal, the workflow status report cannot be sorted or manipulated. Invoices are listed using the document number. This sort cannot be changed and is not consistently helpful when identifying the oldest invoices as document numbers are reused annually in SAP. Downloading the report into an Excel allows users to sort and manipulate data in a way that highlights those blocked invoices requiring action.

For data manipulation and sorting, download report into Excel. To print report, download to a PDF.

Downloading Report

Select the “Export” icon and either “Export Document As” or “Export Current Report As” and select the desired format for export. To use the critical data elements to drive departmental action on blocked invoices, download in Excel.

Report View Once Downloaded (Excel)

Headers are carried over to the downloaded report. In Excel, data can be sorted and manipulated, as necessary. Please note: the first row of the report is blank and can be removed.

Taking Action on Blocked Invoices

The Excel version of the workflow status report, allows users to manipulate data to better identify blocked invoices requiring action. Information below are recommended best practices for working with the report.

Sorting Downloaded Report

- Highlight the entire spreadsheet.
- Select “Sort and Filter” and the “Custom Sort”.
- In the custom sort, sort by Column “I” which is days and from “Largest to smallest”.

Problem Invoice Mapper – May 2016
Taking Action on Sorted List

Sorting the report by “Days” clearly identifies the invoices that are past Duke’s standard “Net30” day payment terms and those requiring action to prevent a past due status.

Best practices for working with APInv and driving action from workflow recipients:

- **Focus on all invoices blocked for 7 days or more.** Workflows are not created until after an invoice has posted; therefore the invoice date will always be “older” than the workflow.
  
  *Example: Last invoice blocked on the screenshot above had been in workflow for 9 days when the report was executed; however based on the date on the invoice, the invoice was 27 days old and approaching Duke’s NET30 payment terms.*

- **If focusing on all workflows associated with a specific cost object, run the report by the cost object. This includes all workflows associated with the selected cost objected, regardless of the department working the issue.** *This is critically important when addressing workflows while closing a sponsored research code.*

- **Select the hyperlink of the NetID (s) associated with the workflow recipient to send a email with **specific instructions on required actions** to the person who has the workflow. The email shell created automatically, does not provide details to the workflow recipient. It only includes the document number associated with the blocked invoice. Craft a template that can be used consistently based on the blocking condition which provides the Purchase Order number, the reason the invoice blocked, the number of days the invoice has been blocked, specific instructions for removing the blocking condition, and the departmental contact for questions.

- **Workflows are found in the recipients Universal Worklist and can be worked from that location. Access is not tied directly to the notification email.**

- **Execute, download, sort, and take action on a routine basis depending on departmental purchasing volumes.** Departments with high purchasing volumes may run the report every other day, while a department with a lower volume may run the report weekly. At a minimum, the report should be run on a weekly basis.

- **Workflow is a communication tool.** Lack of action is not interpreted as “this is not appropriate to pay”. If an invoice blocks due to a PO Quantity block (goods receipt/confirmation not performed) and the goods receipt/confirmation was not performed because the items were never received, the recipient should reply to the workflow indicating that items were not received. This triggers Corporate AP to change the status of the invoice to reflect why Duke is not paying the invoice.
Workflow Reminders:
Email Templates

Having reminder templates for workflow recipients assists with efficiently sending notifications to those with blocked workflows; however, each must be customized in order to drive the appropriate action with the recipient.

Email Template Text – PO Quantity Block

Action is required to address the block on an invoice posted to Purchase Order 455xxxxxxx which has been blocked for X days. The invoice has blocked for payment because the confirmation/goods receipts has not been performed for goods included in the invoice.

Please go to your Universal Worklist, accessible in the Duke@Work employee self-service portal – work.duke.edu, and review the workflow and associated invoice in question.

If the items have been received, please complete the confirmation/goods receipt on Purchase Order 455xxxxxxx to remove the block.

If the items were not received, please respond to the workflow in the UWL providing specific information indicating why the goods receipt/confirmation has not been completed.

If you have questions, please contact Department AP Representative Name at XXX-XXXX.

Email Template Text – Value Exceeds Limit – Standing PO

Action is required to address the block on an invoice posted to Purchase Order 4605xxxxxxx which has been blocked for X days. The invoice has blocked for payment because no funds remain on the purchase order.

Please go to your Universal Worklist, accessible in the Duke@Work employee self-service portal – work.duke.edu, and review the workflow and associated invoice in question.

If the invoice is appropriate and should be paid on the purchase order, respond to the workflow in the UWL authorizing payment on the invoice. If other invoices will be paid on the purchase order, contact Department AP Representative Name or Procurement Services to have funds added to the purchase order.

If the invoice should not be paid, respond to the workflow in the UWL providing specific information indicating why the invoice should not be paid.

If you have questions, please contact Department AP Representative Name at XXX-XXXX.

PO Price Block

Please contact Procurement Services for any questions regarding invoices that are blocked for price.
Understanding Workflow Status – APInv Filter – Additional Data Fields

While primary focus should be given to the critical data fields, the additional data is helpful as it provides insight into how APINV workflow is established within the department, how Duke received the invoice, and the vendor who submitted the invoice.

Additional Data Elements

1. Form Type: Indicates the type of workflow. Report can be filtered for each form type.
2. vDocID: Provides the SAP document number and the fiscal year of the invoice. Document numbers are duplicated each fiscal year so the year creates a unique number. Report is sorted by document number as a default.
3. Org: Indicates the SAP organizational unit used for workflow routing.
4. BFR Cost Center: Indicates the BFR associated with the organizational unit used for workflow routing.
5. Created by: Reflects information about how the invoice posted as the posting created the block which generated the workflow. If a NetID is displayed, the invoice was manually posted. If WF-Batch displays, the invoice was received as part of a data file and electronically posted.
6. Status: Indicates whether or not action can be taken on the workflow.
   - Ready = item has been released for execution and appears in the work lists of all applicable recipients
   - Selected = item has been selected / received by ONE of the recipients and the item is no longer visible to the other recipients
   - Started = item is being processed at a level like the Processor level (central office / functional owner)
7. Level: Indicates the current workflow level and provides insight into how the department has configured APINV workflow.
   - If a NetID displays, the department associated with the displayed organizational unit has chosen for workflow to go to the Buy@Duke cart submitter. In these instances, the “Level” NetID and the “Who” NetID will be the same person.
   - If a workflow abbreviation such as AP_BR_QTYEXP displays, then the department associated with the displayed organizational unit has chosen for workflow to go to a central point of contact. The NetID(s) of that point of contact is what displays in the “Who” column. The workflow abbreviation corresponds to the reason the invoice blocked for payment.
8. RefID: Is the SAP vendor number of the vendor associated with the blocked invoice.
9. Reference Description: Is the name of the vendor associated with the blocked invoice.
Understanding Workflow Status – Cost Object View

While the critical data fields are relatively consistent if the report is run by BFR/Org Unit, there are a few differences.

### Workflow Status by Cost Object – Differences

<table>
<thead>
<tr>
<th>Cost Object ID</th>
<th>Type</th>
<th>Org</th>
<th>BFR/Cost Center</th>
<th>Created by</th>
<th>Created</th>
<th>Received</th>
<th>Days</th>
<th>Status</th>
<th>Level</th>
<th>Description</th>
<th>Ref ID</th>
<th>Reference Description</th>
<th>Who</th>
</tr>
</thead>
<tbody>
<tr>
<td>32044530</td>
<td>520445370-2015</td>
<td>AP</td>
<td>120</td>
<td>6000002</td>
<td>DA451</td>
<td>03/10/2016</td>
<td>03/10/2016</td>
<td>03/10/2016</td>
<td>5</td>
<td>PROD</td>
<td>520445370-2015</td>
<td>1000000004</td>
<td>PROD</td>
</tr>
<tr>
<td>32044530</td>
<td>520445370-2015</td>
<td>AP</td>
<td>120</td>
<td>6000002</td>
<td>DA451</td>
<td>03/10/2016</td>
<td>03/10/2016</td>
<td>03/10/2016</td>
<td>5</td>
<td>PROD</td>
<td>520445370-2015</td>
<td>1000000004</td>
<td>PROD</td>
</tr>
</tbody>
</table>

The first column displays the cost object associated with the workflow.

The third column defines the type of workflow.

The description field does NOT include the purchase order number. If this information is necessary, use SAP to look it up by using the appropriate line item report by drilling down or use SAP transaction ME2K – Viewing Open Purchase Orders and search based on cost object, vendor, and a date range.