

Workflow Status Report

Problem Invoice Mapper

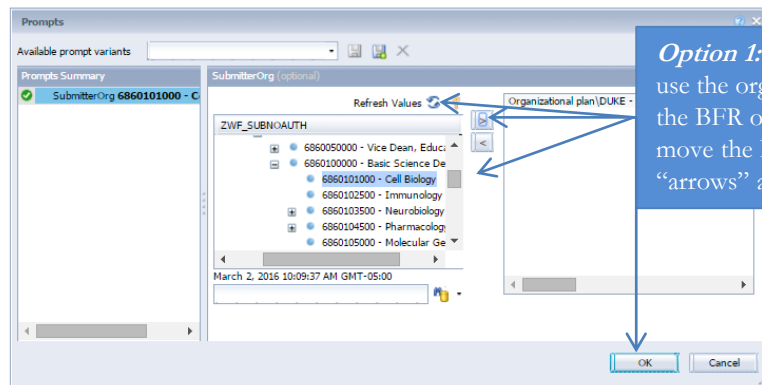
The Workflow Status report filtered for accounts payable vendor invoices with problems (APIInv) provides a listing of invoices blocked for payment to the vendor who provided Duke with the goods/service outlined in the purchase order. While invoices on this report have posted to Duke's general ledger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

Workflow Status for APIInv

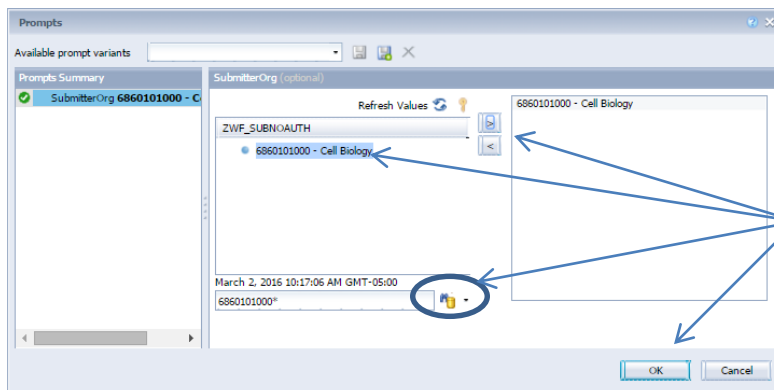
- The Workflow Status Report is available to individuals with the basic SAP financial role under the Finance Tab or to grant managers with the GM Tab in the Duke@Work portal.
- The report can be run by the BFR code associated with an organizational unit or by a specific cost object. If running by BFR, 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.
- APIInv are only one of the workflows displayed in the Workflow Status Report. To focus on APIInv, filter the report specifically for APIInv.
- Once executed and filtered, consider downloading the report into Excel. Once downloaded, the report can be manipulated to focus on those APIInv 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 APIInv 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".

Running Workflow Status Report by BFR

Workflow Status by Cost Object

Enter or Paste Cost Objects:

2034158
2035099
2034512
2034417
2034296

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 key board to move to the next line.

Go

Show History

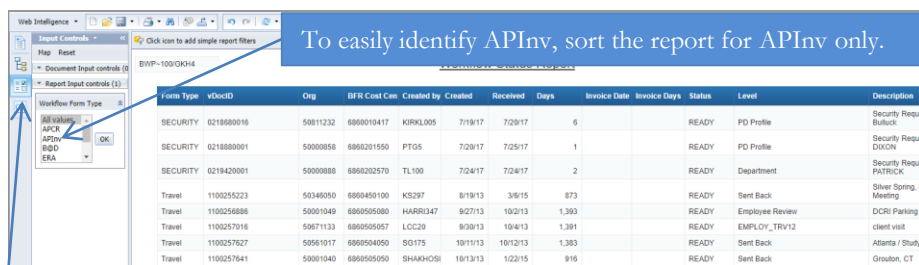
Select "Go".

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.



Form Type	vDocID	Org	BFR Cost Cntr	Created by	Created	Received	Days	Invoice Date	Invoice Days	Status	Level	Description
SECURITY	0218080016	50811232	6860010417	KIRKL005	7/19/17	7/29/17	6			READY	PD Profile	Security Request Bullock
SECURITY	0218080001	50000858	6860201550	PTG5	7/20/17	7/25/17	1			READY	PD Profile	Security Request Dixon
SECURITY	0219420001	50000888	6860202570	TL100	7/24/17	7/24/17	2			READY	Department	Security Request PATRICK
Travel	1100255223	50346050	6860459100	K3287	8/18/13	3/6/15	873			READY	Sent Back	Silver Spring, M Meeting
Travel	1100256886	50091049	6860505080	WARR347	9/27/13	10/2/13	1,393			READY	Employee Review	DCRI Parking Q
Travel	1100257916	50671133	6860505057	LCC28	9/26/13	10/4/13	1,391			READY	EMPLOY_TIRV12	client visit
Travel	1100257827	50581017	6860504050	SQ175	10/11/13	10/13/13	1,363			READY	Sent Back	Atlanta / Study I
Travel	1100257641	50091040	6860505050	SHAKH051	10/13/13	1/22/15	916			READY	Sent Back	Orlando, CT

If the Input Controls screen is closed, select the icon to open the screen.

Understanding Workflow Status – APIInv Filter – Critical Data Elements

While the workflow status report in the APIInv view contains a wide range of data, many of the fields are informational and provide insight into a department's APIInv 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

Workflow Status Report

7/26/17 1:36:45 PM GMT-04:00

Search by Workflow Report

Form Type	vDocID	Org	BRF Cost Cn	Created by	Created	Received	Days	Invoice Date	Invoice Days	Status	Level	Description	Ref ID	Reference Description	Who
APIInv	5200012182-2018	50000067	6860595951	TL204	7/13/17	7/13/17	13	7/3/17	23	READY	OVERM009	PO Quantity block WBS 2034059 0009230151 4550461826	0000027741	PROMMUNE INC	OVERM009
APIInv	5200012285-2018	50000015	6860204530	WF-BATCH	7/13/17	7/13/17	13	7/7/17	19	READY	MOVE1005	PO Quantity block CC 4596311 0009248373 4550473818	0000020251	FISHER SCIENTIFIC CO LLC	MOVE1005
APIInv	5200012327-2018	50000067	6860595951	WF-BATCH	7/13/17	7/13/17	13	7/7/17	19	READY	AP_BR_OTVEXP	PO Quantity block CC 4011522 0009246332 4550476193	0000000314	VWR INTERNATIONAL INC	GLOVE013
APIInv	5200012460-2018	50000064	6860207010	WF-BATCH	7/13/17	7/13/17	13	7/8/17	18	READY	SWOPE001	PO Quantity block CC 4017993 0009246445 4550472992	0000000112	STAPLES ADVANTAGE	SWOPE001
APIInv	5200012464-2018	50000064	6860207010	WF-BATCH	7/13/17	7/13/17	13	7/8/17	18	READY	SWOPE001	PO Quantity block CC 4017993 0009246455 4550472992	0000000112	STAPLES ADVANTAGE	SWOPE001

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 APIInv workflow began and is based on the blocked invoice posting date.
- **Received** – displays the date the APIInv 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. If running report by cost object, remember the following:
 - “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.
- **Invoice Date** – displays the date on the vendor’s invoice. Only displays on report if run by BFR.
- **Invoice Days** – displays the number of dates between the current date and the date of the vendor’s invoice. Only displays on report if run by BFR. 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.
- **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.
 - **Item not on PO** occurs when items on the invoice do not match items on 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.

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.

Form Type	vDocID	Org	BFR Cost Cen	Cre				
APIInv	0009138128-8128	50000811	6860204500	#		7/5/17	21	6/17/17
APIInv	0009141978-1978	50625576	6860503058	#		6/14/17	42	3/28/17

Report View Once Downloaded (Excel)

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Form Type	vDocID	Org	BFR Cost Cent	Created by	Created	Received	Days	Invoice Date	Invoice Days	Status	Level	Description
2	APIInv	5200035509-2018	50042487	6860010701	WF-BATCH	7/25/2017	7/25/2017	1	7/2				
3	APIInv	5200035522-2018	50042487	6860010701	WF-BATCH	7/25/2017	7/25/2017	1	7/2				
4	APIInv	5200035648-2018	50424054	6860011402	WF-BATCH	7/25/2017	7/25/2017	1	7/2				

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 Invoice Days Column from “Largest to smallest”. If running by cost object, sort by using days.

Sort

Sort By: Invoice Days
Sort On: Values
Order: Smallest to Largest

Form Type	vDocID	Org	BFR Cost Cen	Created by	Created	Received	Days	Status	Level
APIInv	5200028832-2016	50000818	6860104510	ANTHO014	7/23/2015	7/23/2015	195	READY	YONG
APIInv	5200037567-2016	50000818	6860104510	STUCKEM/	7/28/2015	7/28/2015	190	READY	YONG

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.

Form Type	vDocID	Org	BFR Cost Cent	Created by	Created	Received	Days	Invoice Date	Invoice Days	Status	Level	Description	Ref ID	Reference Description	Who
APIInv	5200676737-2017	50000901	6860203010	WILLI242	6/6/2017	6/6/2017	50	2/16/2016	526	READY	KOONC004	PO Quantity block CC 8596509 0009120150 4550308530	0000019816	DELL MARKETING LP	KOONC004
APIInv	5200034984-2018	50739563	6860207019	ANG10	7/25/2017	7/25/2017	1	3/28/2016	485	READY	KARRIE	PO Quantity block WBS 3130364 0009277076 4550319638	0000043585	LIFE TECHNOLOGIES CORP	KARRIE
APIInv	5200598664-2016	50000991	6860207510	WILLI242	5/16/2016	5/16/2016	436	5/7/2016	445	STARTED	VTP	PO Quantity block CC 4417675 0007828473 4550330885	0000024672	SYSMEX AMERICA INC	VTP
APIInv	5200668870-2016	50000814	6860204520	WF-BATCH	6/17/2016	6/17/2016	404	6/16/2016	405	STARTED	VAUGH022	PO Quantity block CC 4597178 0007961011 4550346366	0000000112	STAPLES ADVANTAGE	VAUGH022
APIInv	5200681044-2016	50625576	6860503058	ANG10	6/23/2016	6/23/2016	398	6/16/2016	405	READY	AP_BR_QTYEXP	PO Quantity block WBS 2930423 0007972400 4550347827	0000019458	LEINCO TECHNOLOGIES INC	GK4
APIInv	5200698900-2016	50986076	6860207500	ANTH0014	6/30/2016	5/23/2017	64	6/22/2016	399	STARTED	AP_BR_QTYASS	PO Quantity block CC 4411075 0008001411 4550308520	0000089132	OLYMPUS SCIENTIFIC SOLUTIONS	RR101
APIInv	5200702144-2016	50000850	6860201525	ANG10	7/5/2016	7/5/2016	386	6/24/2016	397	STARTED	AP_BR_QTYEXP	PO Quantity block CC 4016328 0008013915 4550193681	0000019836	DIAMOND SPRINGS RNC LLC	AL289
APIInv	5200063936-2017	50917338	6860201512	DAW51	8/10/2016	8/10/2016	350	7/7/2016	384	STARTED	OB20	PO Quantity block CC 4410101 0008127624 8505030497	0000001431	Q SQUARED SOLUTIONS EXPRESSION	OB20
APIInv	5200008523-2017	50625576	6860503058	ANTH0014	7/12/2016	7/12/2016	379	7/9/2016	382	STARTED	AP_BR_QTYEXP	PO Quantity block WBS 2930423 0008036082 4550347844	0000053024	ABCAM INC	GK4

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

- If running report by BFR, focus on invoices with invoice dates ≥ 20 days. These invoices are 10 days away for the payment to the vendor being late. In the event the invoice should not be paid, communicate all details to Corporate AP by responding to workflow. Invoice dates greater than **30 days** represent a late payment to the vendor and should be addressed immediately. If running by cost object, 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.
- 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.

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 – Item not on PO

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 items are include on the invoice that were not included 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 items were received and the purchase order needs to be modified, respond to the workflow in the UWL authorizing a change to the PO to add the items.

If the items were not received or if they were received and returned to the vendor, please respond to the workflow in the UWL providing specific information about the situation and including the return authorization number/shipment tracking number of items that were returned.

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

BWP-100/GHG4 Workflow Status Report 2/4/1

Form Type	vDocID	Org	BFR Cost Cn	Created by	Created	Received	Days	Status	Level	Description	Ref ID	Reference Description	Who
APInv	5200390376-2016	50000803	6860101000	WF-BATCH	1/28/16	1/28/16	7	READY	C/NOT	PO Quantity block VMS 3836529 0007453732 4550296540	0000088135	ETON BIOSCIENCE INC	C/NOT
APInv	5200390515-2016	50000803	6860101000	WF-BATCH	2/3/16	2/3/16	1	READY	C/NOT	PO Quantity block VMS 3836529 0007511220 4550301188	0000088135	ETON BIOSCIENCE INC	C/NOT
APInv	5200390619-2016	50000803	6860101000	WF-BATCH	2/3/16	2/3/16	1	READY	AP_BR_QTYEXP	PO Quantity block VMS 3838172 0007511346 4550301990	0000000314	VWR INTERNATIONAL INC	TAMA
APInv	5200392579-2016	50000803	6860101000	WF-BATCH	2/4/16	2/4/16	0	READY	AP_BR_QTYEXP	PO Quantity block VMS 3838484 0007518573 4550301639	0000043885	LIFE TECHNOLOGIES CORP	TAMA
APInv	5200393213-2016	50000803	6860101000	SAUNDEV	2/4/16	2/4/16	0	STARTED	AP_BR_QTYEXP	PO Quantity block VMS 2035080 0007514623 8505026213	0000088135	ETON BIOSCIENCE INC	TAMA
APInv	5200393214-2016	50000803	6860101000	SAUNDEV	2/4/16	2/4/16	0	READY	AP_BR_QTYEXP	PO Quantity block VMS 2035080 0007514625 8505026213	0000088135	ETON BIOSCIENCE INC	TAMA
APInv	5200393215-2016	50000803	6860101000	SAUNDEV	2/4/16	2/4/16	0	READY	AP_BR_QTYEXP	PO Quantity block VMS 3836368 0007515280 8505026217	0000088135	ETON BIOSCIENCE INC	TAMA

- Form Type: Indicates the type of workflow. Report can be filtered for each form type.
- 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.
- Org: Indicates the SAP organizational unit used for workflow routing.
- BFR Cost Center: Indicates the BFR associated with the organizational unit used for workflow routing.
- 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.
- 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)
- 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.
- RefID: Is the SAP vendor number of the vendor associated with the blocked invoice.
- 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

Cost Object Workflow Status Report

Cost Object	ID	Type	Org	BFR/Cost Center	Created by	Created	Received	Days	Status	Level	Description	Ref ID	Reference Description	Who
2034158	5200483375-2016	APInv	50317277	6860102000	DAIW51	03/18/2016	03/18/2016	5	READY	AP_BR_QTYEXP	PO Quantity block WBS 2034158 000765541	0000063249	PURE FLOW INC	PENID034
2034158	5200483377-2016	APInv	50317277	6860102000	DAIW51	03/18/2016	03/18/2016	5	READY	AP_BR_QTYEXP	PO Quantity block WBS 2034158 000765541	0000063249	PURE FLOW INC	PENID034

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

The third column defines the type of work flow.

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.