Accounts Payable Invoice Processing Workflows

This is a combined document which includes all accounts payable invoice processing workflows. Details for the procuring departments, as well as for procurement services are included.

Hyperlinks are used to provide quick links between various points in the document for your convenience.

Process Overview

Accounts payable workflows are a SAP centric method for processing invoice exceptions. When certain invoice exceptions occur, a workflow is automatically started in SAP and routed to a person for resolution.

The workflows are:

Item Not on Purchase Order

This situation occurs when an invoice is received referencing a valid purchase order, but has one or more items on the invoice that are not on the referenced purchase order.

Quantity Difference Payment Block

This situation occurs when either the invoice quantity exceeds the purchase order quantity, or the invoice quantity exceeds the goods receipt quantity, or both.

Value Exceeds Limit Payment Block

This situation occurs on framework purchase orders (blanket or standing purchase orders) when the value of a purchase order line item has been exceeded by the total dollar amount of invoices posted to the purchase order line item.

Standard Purchase Order Price Difference Payment Block

This situation occurs when an invoice is posted with an item price in excess of the purchase order price. These only route to procurement services since they are responsible for all prices on purchase orders.

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Processing Steps

Procuring Department Processing (AP Rep) Click here

Procurement Services Processing Click here

Appendices

Creating Display Variant for SAP Workflow Inbox – Click here

Inbox display variants can enhance the information available to the user prior to processing the workflow. This section lists the steps to create a display variant for SAP workflow inbox to include additional transaction details useful to the user. This one-time setup makes additional information available directly in the workflow inbox display – vendor number, vendor name, and invoice amount.

Forwarding to Manager for Approval in SAP Workflow Inbox – Click here

Forwarding a workflow to a manager for approval is useful for departments where the AP Rep (gatekeeper) is responsible for research and documentation, but someone else is responsible for approving the change. This appendix illustrates how a departmental representative can document research regarding an invoice exception, and forward the exception to a manager for final approval.

Note that the approver will not get an email notification. The departmental representative must notify the approver to log on to SAP and process the workflow.

Workflow Routing Overview – Click here

Workflow routing explains the agent determination (who will receive a workflow).

Workflow Substitution – Sharing an SAP Workflow Inbox – Click here

Sharing an SAP workflow inbox permits an SAP user to process the SAP workflows for another SAP user when the workflow recipient is unable to process their own workflows.

This is a one-time setup in the original workflow recipient's SAP inbox, and this setup must be done by the workflow recipient. It is a good idea to create the substitute as soon as they are identified to be prepared in the event of unscheduled absences from work.

Procuring Department Processing Begins Here

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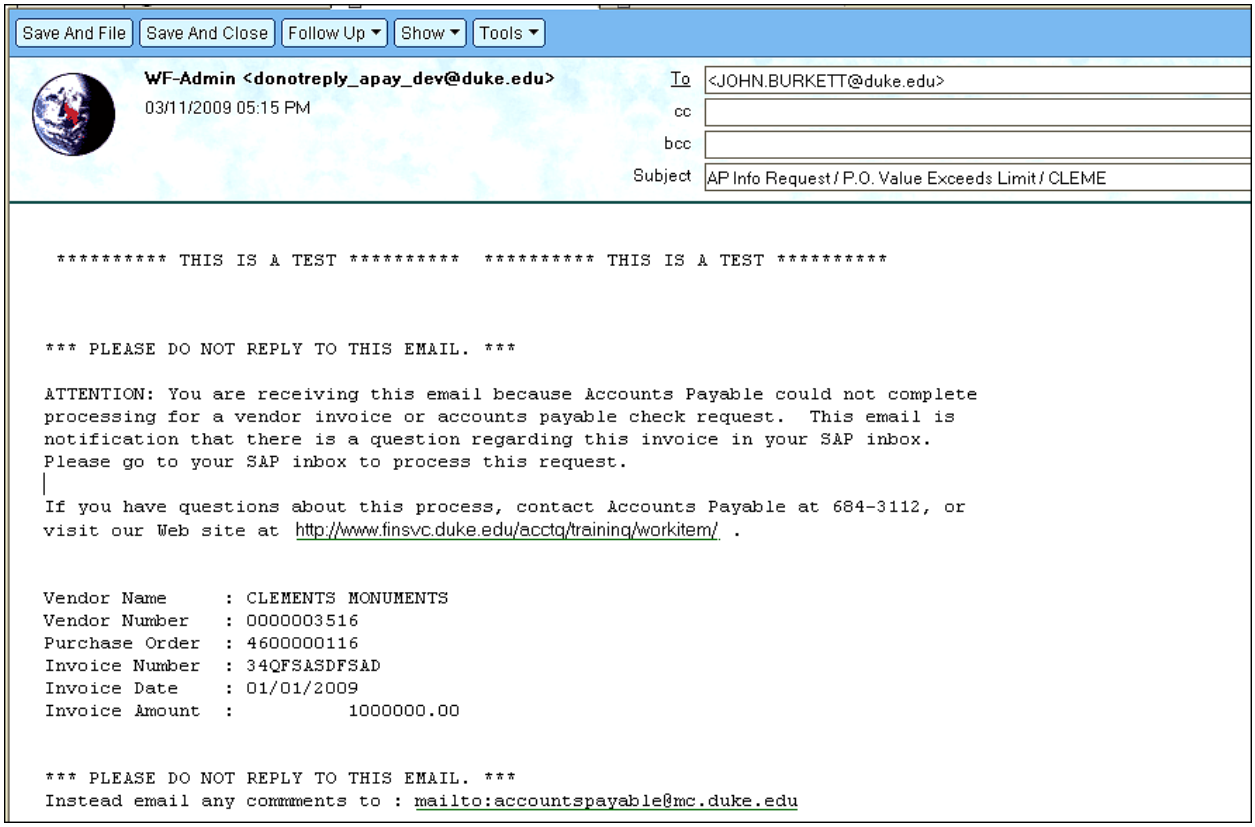
Procurement Services Steps

1) You will receive an email to your desktop email inbox (e.g. Lotus Notes, Outlook, etc.) notifying you that you have a workflow to process



Save And File | Save And Close | Follow Up | Show | Tools

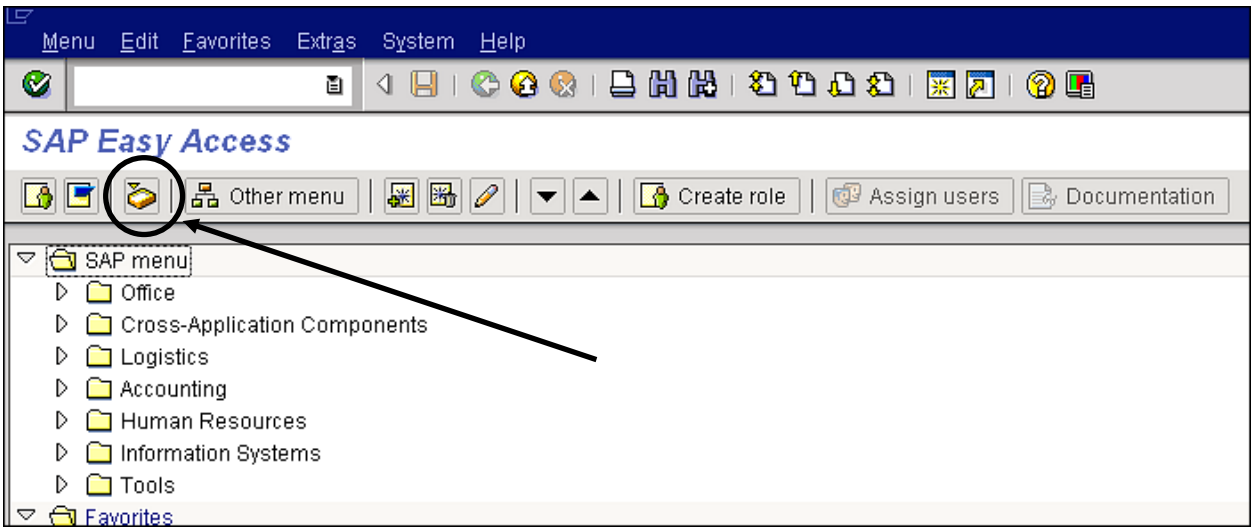
WF-Admin <donotreply_apay_dev@duke.edu>
03/11/2009 05:15 PM

To <JOHN.BURKETT@duke.edu>
cc
bcc
Subject AP Info Request / P.O. Value Exceeds Limit / CLEME

```
********** THIS IS A TEST **********  ********** THIS IS A TEST **********


*** PLEASE DO NOT REPLY TO THIS EMAIL. ***

ATTENTION: You are receiving this email because Accounts Payable could not complete
processing for a vendor invoice or accounts payable check request.  This email is
notification that there is a question regarding this invoice in your SAP inbox.
Please go to your SAP inbox to process this request.

If you have questions about this process, contact Accounts Payable at 684-3112, or
visit our Web site at http://www.finsvc.duke.edu/acctg/training/workitem/ .


Vendor Name     : CLEMENTS MONUMENTS
Vendor Number   : 0000003516
Purchase Order  : 4600000116
Invoice Number  : 34QFSASDFSAD
Invoice Date    : 01/01/2009
Invoice Amount  :          1000000.00


*** PLEASE DO NOT REPLY TO THIS EMAIL. ***
Instead email any commments to : mailto:accountspayable@mc.duke.edu
```

2) Go to your SAP Business Workplace and navigate to your workflows

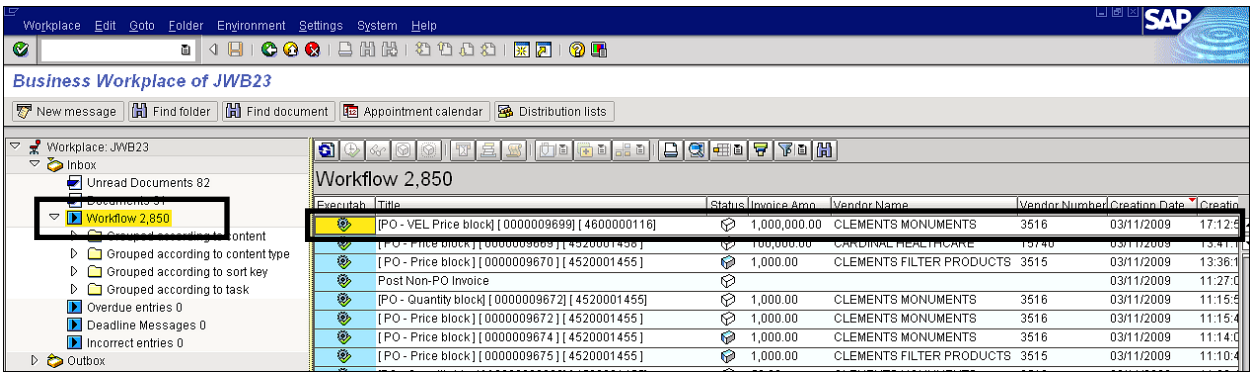
   a. Click on the SAP Business Workplace icon



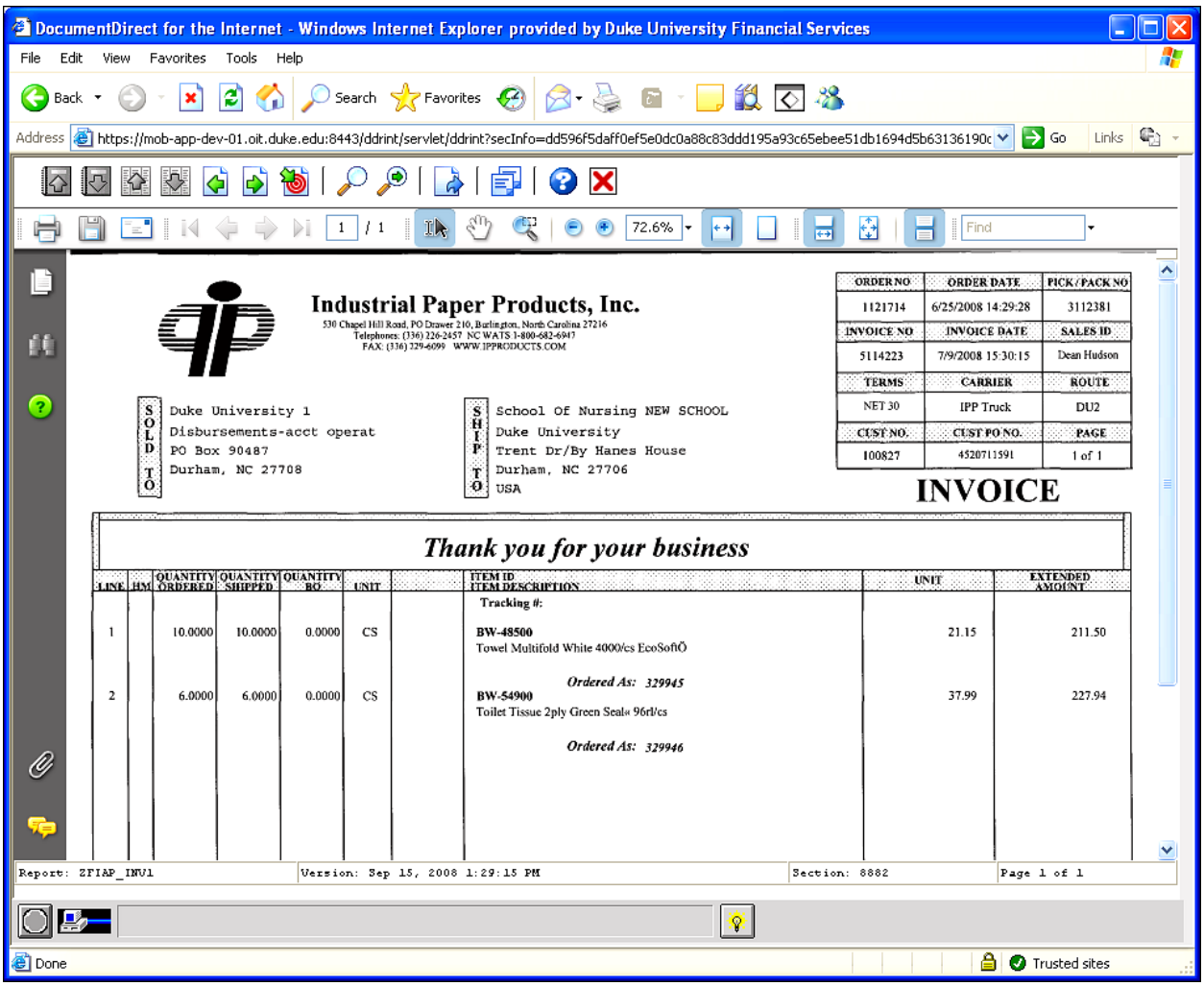
3) Double-click on an item in your workflow inbox to process. The workflow screen will launch, and Web browser window will launch displaying the vendor invoice.

See **Appendix A** for steps to create display variant containing vendor information.

See **Appendix C** for steps to use workflow substitution during employee absences.



4) Invoice image displayed in Web browser window



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Industrial Paper Products, Inc.

530 Chapel Hill Road, PO Drawer 210, Burlington, North Carolina 27216
Telephones: (336) 226-2457 NC WATS 1-800-682-6947
FAX: (336) 229-6099 WWW.IPPRODUCTS.COM

ORDER NO	ORDER DATE	PICK / PACK NO
1121714	6/25/2008 14:29:28	3112381
INVOICE NO	**INVOICE DATE**	**SALES ID**
5114223	7/9/2008 15:30:15	Dean Hudson
TERMS	**CARRIER**	**ROUTE**
NET 30	IPP Truck	DU2
CUST NO.	**CUST PO NO.**	**PAGE**
100827	4520711591	1 of 1

INVOICE

SOLD TO
Duke University 1
Disbursements-acct operat
PO Box 90487
Durham, NC 27708

SHIP TO
School Of Nursing NEW SCHOOL
Duke University
Trent Dr/By Hanes House
Durham, NC 27706
USA

Thank you for your business

LINE	HM	QUANTITY ORDERED	QUANTITY SHIPPED	QUANTITY BO	UNIT		ITEM ID / ITEM DESCRIPTION	UNIT	EXTENDED AMOUNT
							Tracking #:		
1		10.0000	10.0000	0.0000	CS		**BW-48500** Towel Multifold White 4000/cs EcoSoftÕ	21.15	211.50
							Ordered As: 329945		
2		6.0000	6.0000	0.0000	CS		**BW-54900** Toilet Tissue 2ply Green Seal« 96rl/cs	37.99	227.94
							Ordered As: 329946		

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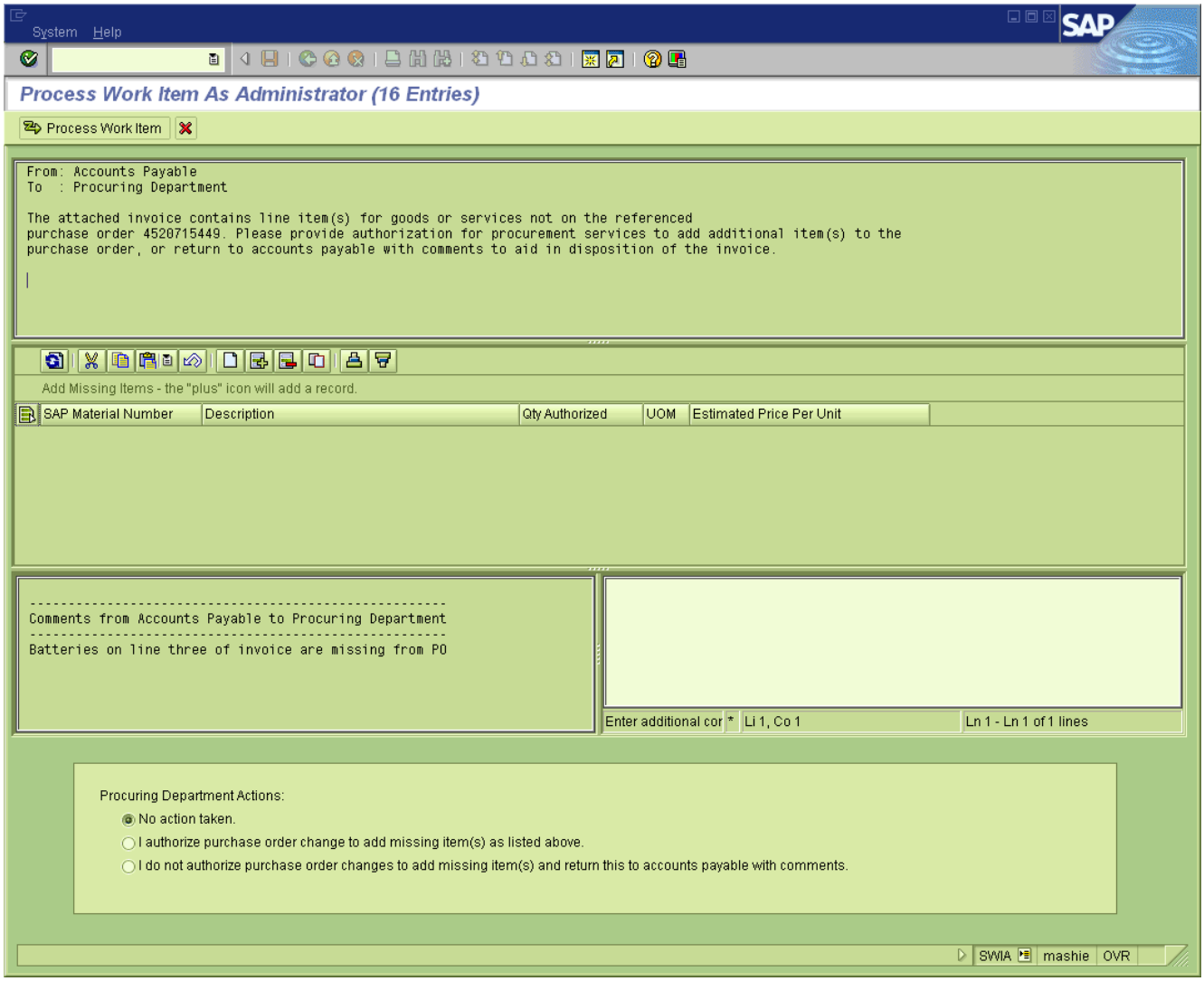
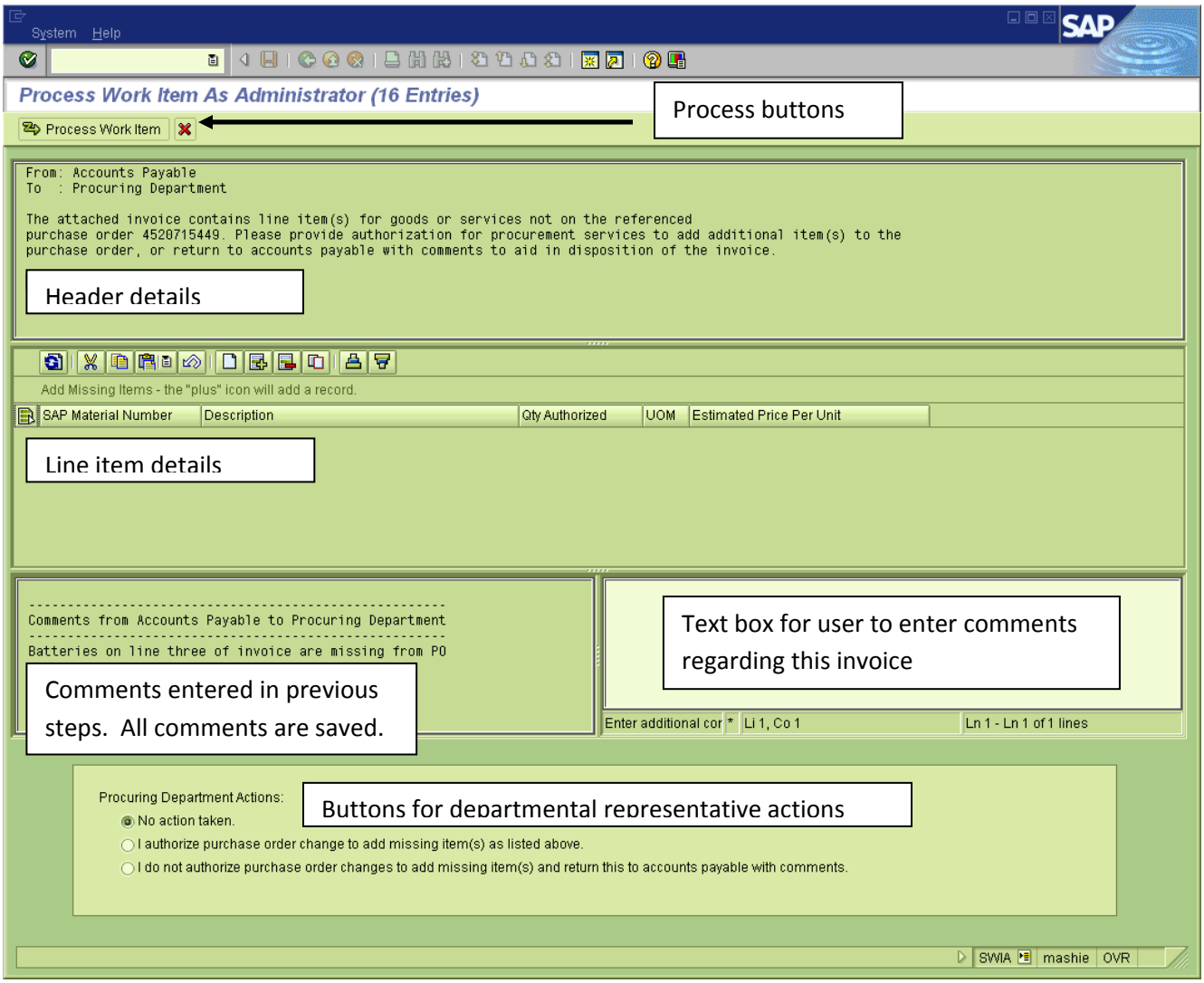
Done Trusted sites

5) The workflow screen is displayed. This is an example of Item Not on P.O. Steps below will discuss specific screen contents for each workflow type.



6) Screen segment definitions



7) Processing Sequence:

   a. **Header details** contain addressee information and high level details explaining the purpose of this workflow.

   b. **Line item details** list details for the invoice item and purchase order item.

   c. **Comments** entered in previous steps. List of all comments users entered while processing this workflow. These comments are a permanent part of the record.

   d. **Text box** provides the current workflow processor ability to enter details about this transaction. These comments are a permanent part of the record.

   e. **Radio buttons** at bottom of screen are used to specify action taken. "No Action Taken" will keep the workflow in your SAP inbox for processing later.

   f. **Process buttons** are used to complete processing after completing all other sections of the screen.

8) The following prints show each workflow screen in succession

   a. Item Not on PO

   b. Quantity Difference Payment Block

   c. Value Exceeds Limit Payment Block

Item Not on Purchase Order

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Subsequent steps illustrate screens for the other workflows.

9) On the workflow screen, process information:

   See **Appendix B** for information on forwarding to manager for approval.

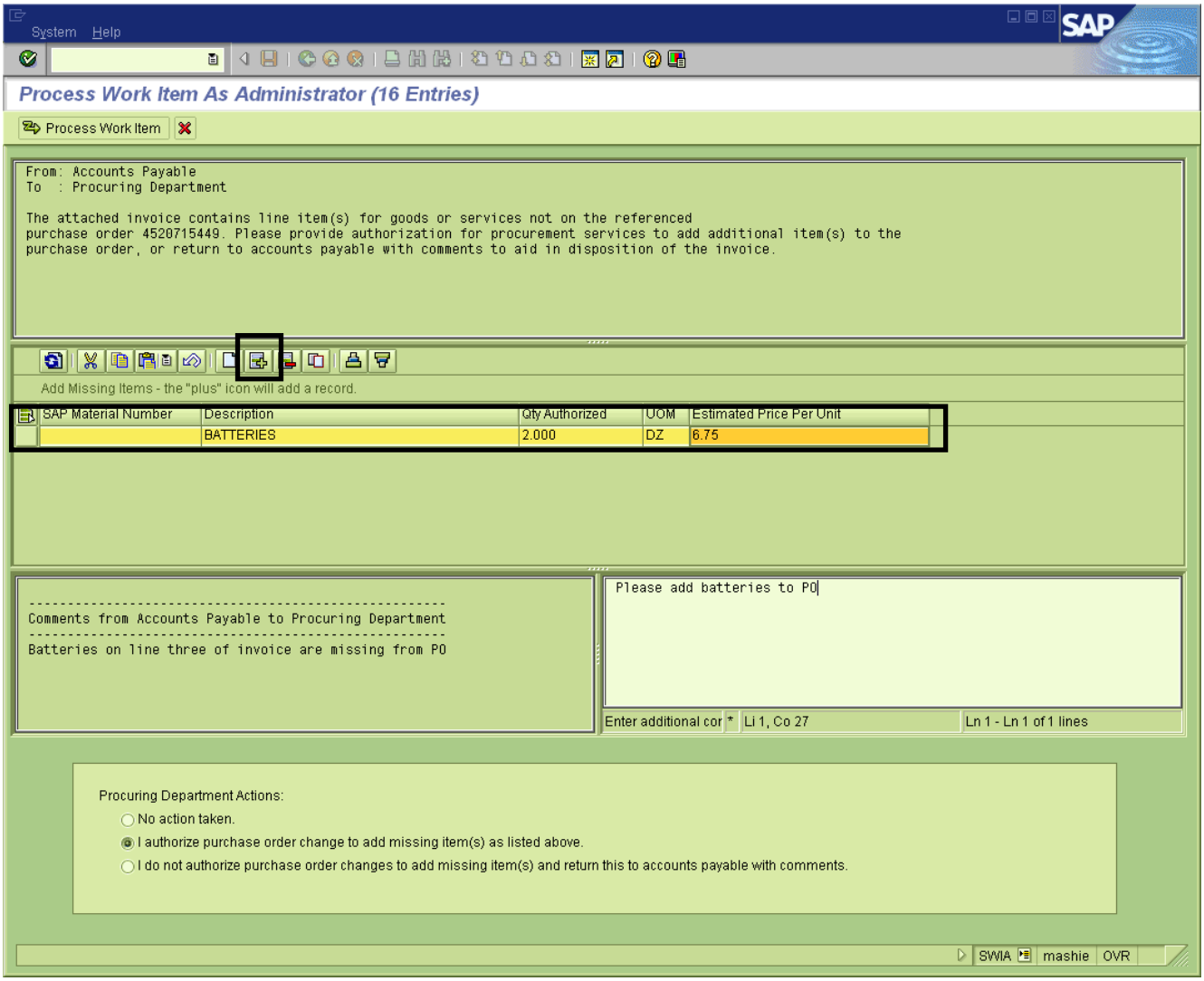
   a. Click on + Button to add line details to authorize purchase order change

   b. Fill in line item details for new line created in step a

   c. Comments as needed

   d. Select radio button at bottom of screen to indicate action taken.

   e. Click on the Process Work Item button at the top left of screen



Quantity Difference Payment Block

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10) On the workflow screen, process information:

See **Appendix B** for information on forwarding to manager for approval.

a. Additional quantity (enter additional quantity to authorize purchase order change)

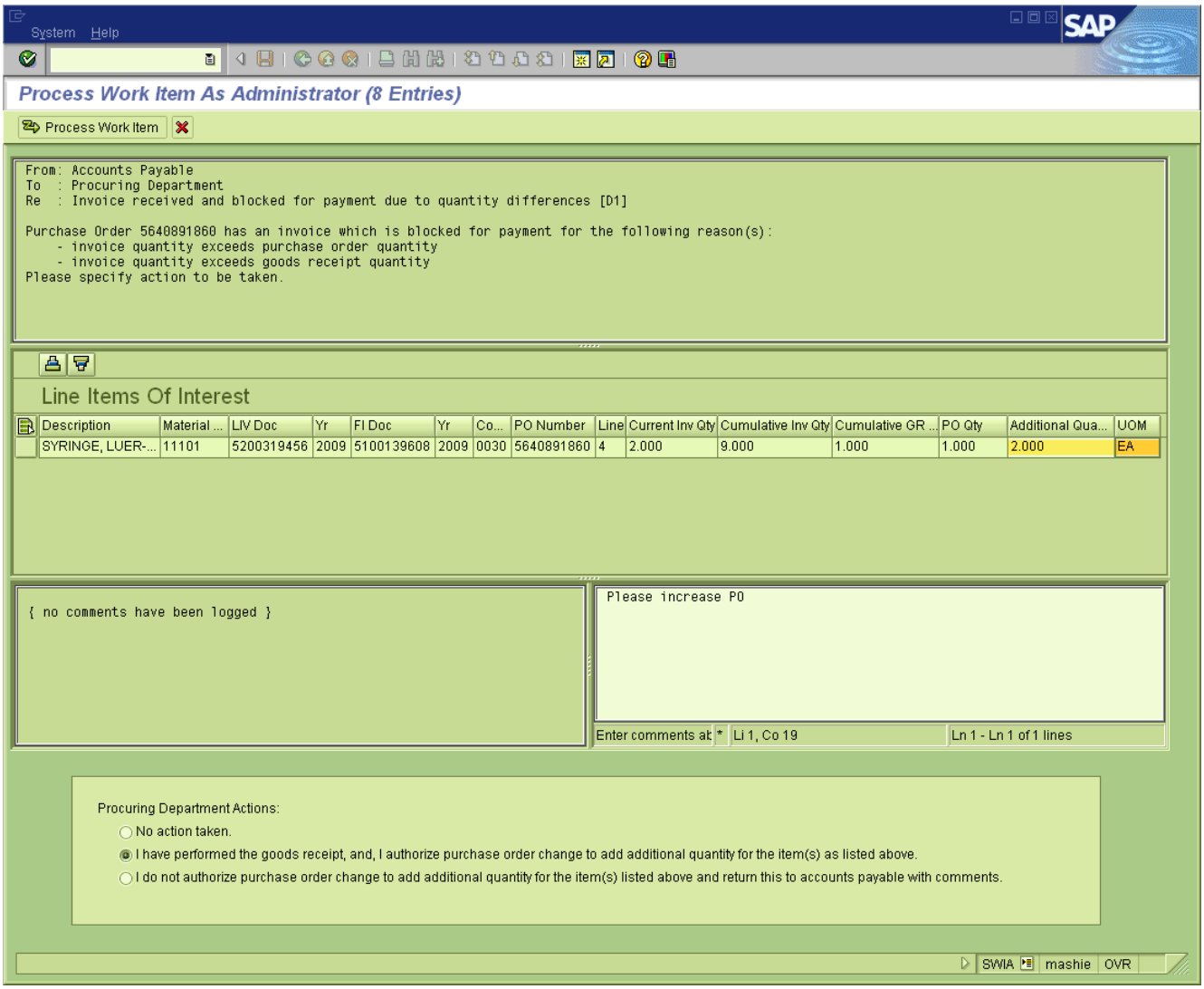
b. Comments as needed

c. Select radio button at bottom of screen to indicate action taken.

i. See next screen for special steps if P.O. does not allow **overdelivery**, and you need procurement services to first increase the P.O. quantity before you can complete the goods receipt.

d. Click on the Process Work Item button at the top left of screen

e. This example assumes a goods receipt is needed. Enter goods receipt using your normal process.



Quantity Difference Payment Block – Overdelivery and Goods Receipt Cannot be Performed

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11) **In circumstances where there is an overdelivery, and you cannot perform a goods receipt until the purchase order quantity has been increased**

    a. Complete all items as described in the previous screen, except

        i. In the Comments field, ask Procurement Services to revert the workflow to you after they increase the P.O. quantity

    b. When the workflow comes back to your inbox and you process it

        i. Perform the goods receipt

        ii. Enter Comments stating you have performed the goods receipt

        iii. Select the radio button, I do not authorize purchase order change to add additional quantity for the item(s) listed above and return this to accounts payable with comments

        iv. Click on the Process Work Item button

Value Exceeds Limit Payment Block

Return to Contents

12) On the workflow screen, process information:

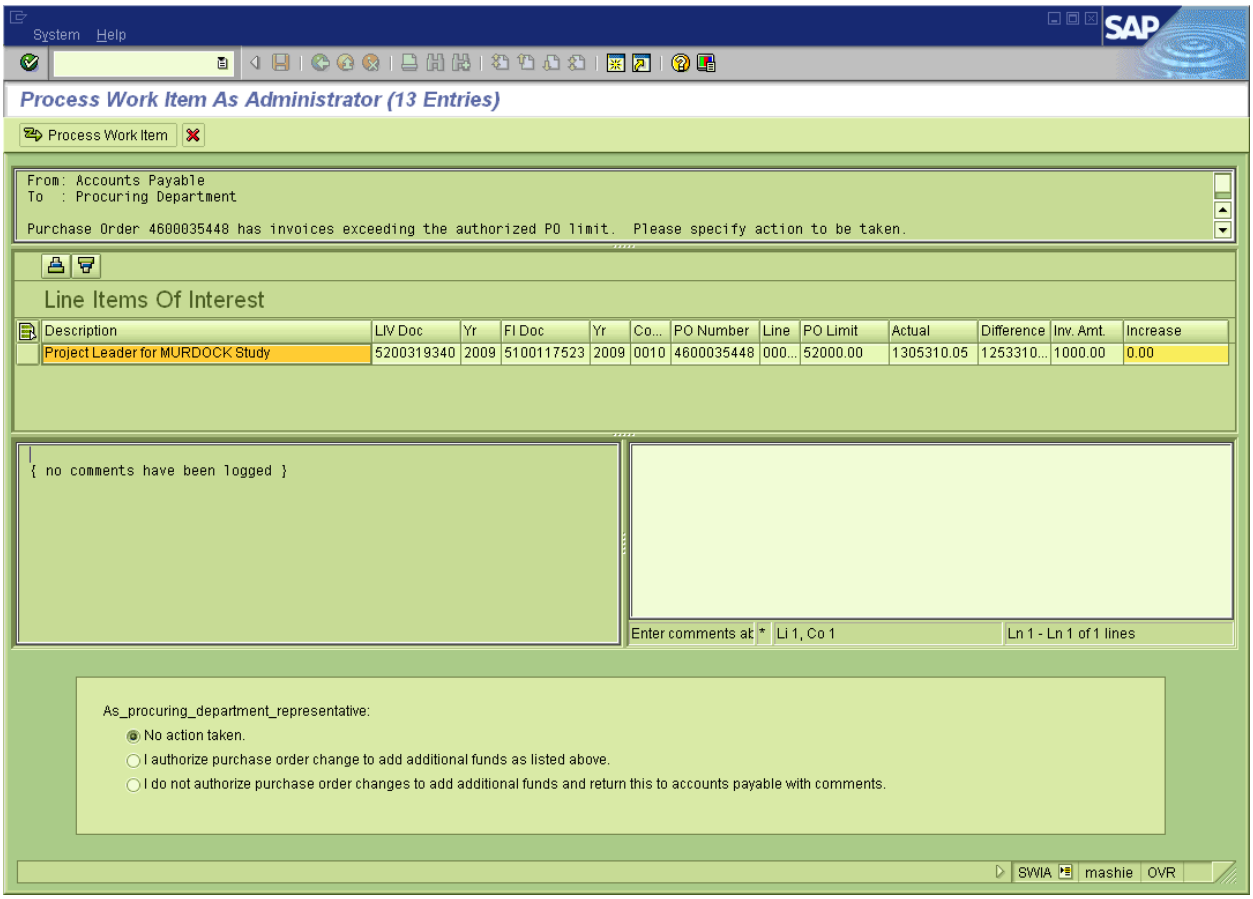
See **Appendix B** for information on forwarding to manager for approval.

a. PO increase amount (enter amount of invoice to authorize purchase order change)

b. Comments as needed

c. Select radio button at bottom of screen to indicate action taken.

d. Click on the Process Work Item button at the top left of screen



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Procurement Services Processing Begins Here

These steps are for the following workflows:

- Item Not on Purchase Order
- Quantity Difference Payment Block
- Value Exceeds Limit Payment Block
- Standard Purchase Order Price Difference Payment Block

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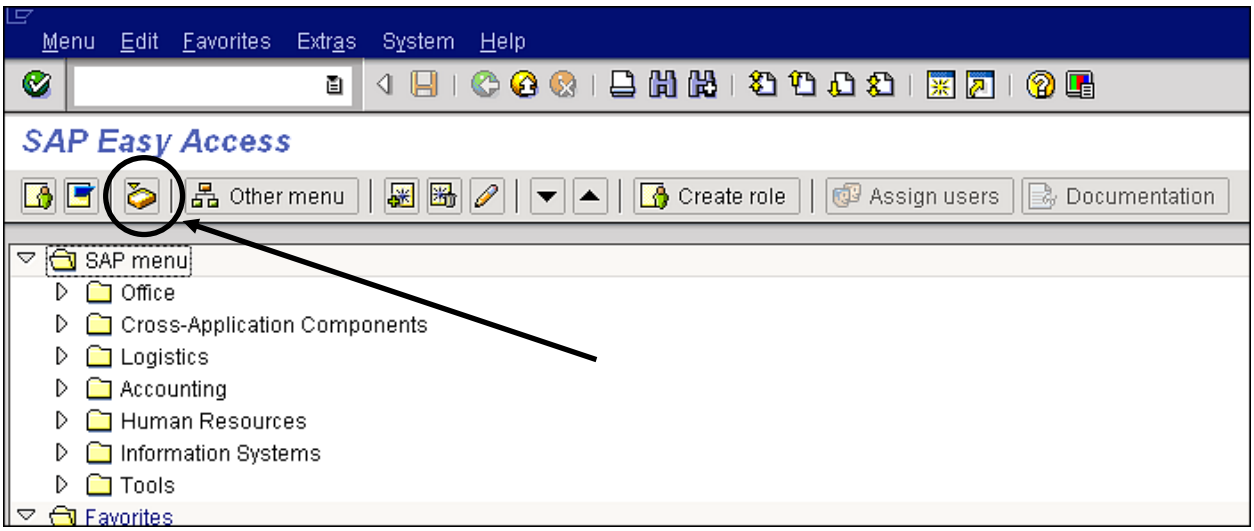
Return to Procuring Department Processing

1) Go to your SAP Business Workplace and navigate to your workflows

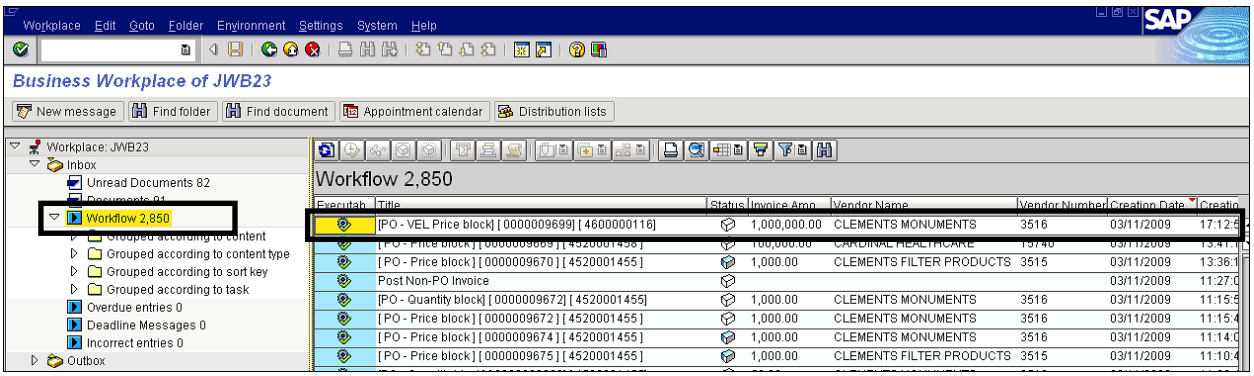
   a. Click on the SAP Business Workplace icon

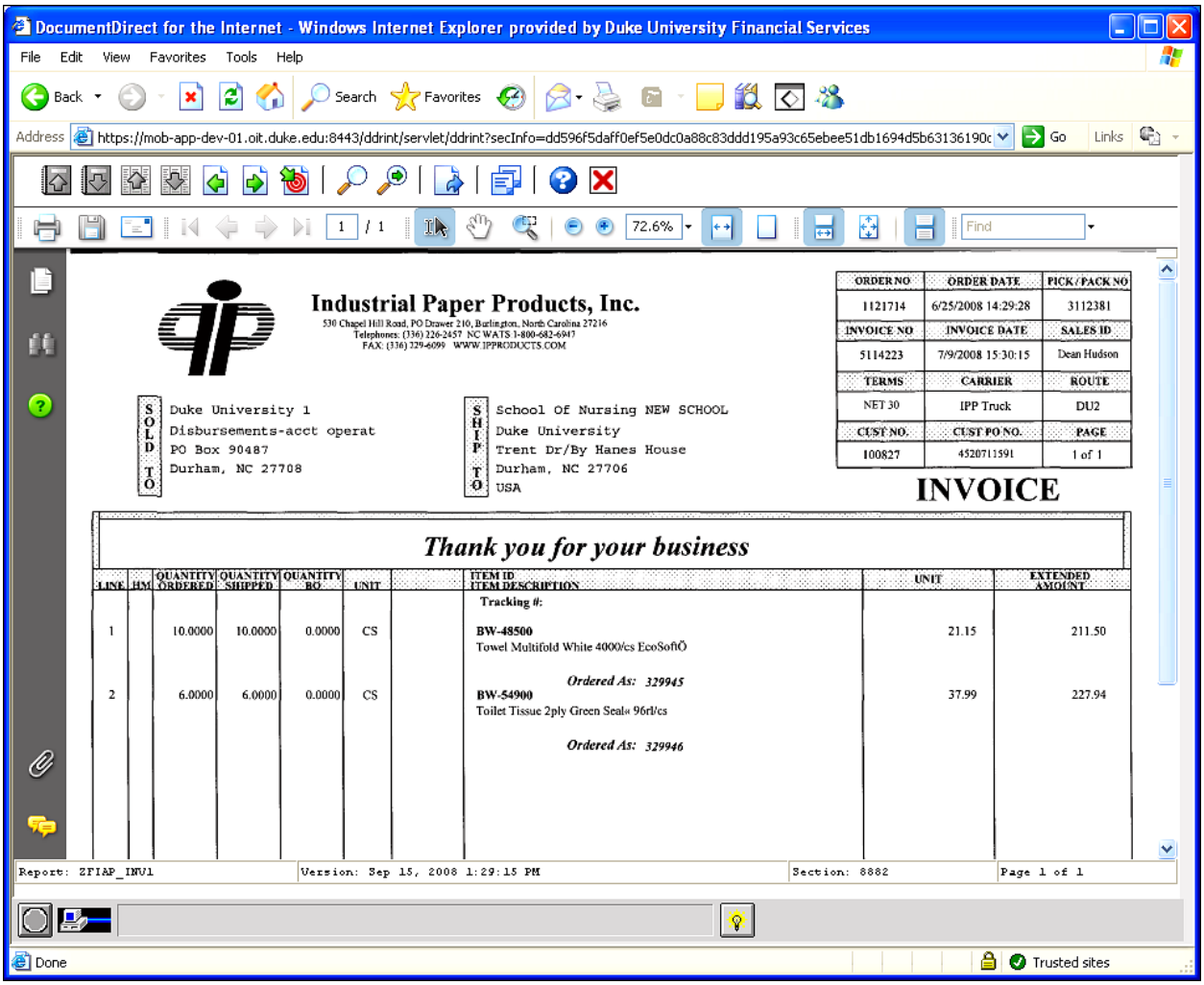


2) Double-click on an item in your workflow inbox to process. The workflow screen will launch, and Web browser window will launch displaying the vendor invoice.

   See **Appendix A** for steps to create display variant containing vendor information.

   See **Appendix C** for steps to use workflow substitution during employee absences.





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Industrial Paper Products, Inc.

530 Chapel Hill Road, PO Drawer 210, Burlington, North Carolina 27216
Telephones: (336) 226-2457 NC WATS 1-800-682-6947
FAX: (336) 229-6099 WWW.IPPRODUCTS.COM

ORDER NO	ORDER DATE	PICK / PACK NO
1121714	6/25/2008 14:29:28	3112381
INVOICE NO	INVOICE DATE	SALES ID
5114223	7/9/2008 15:30:15	Dean Hudson
TERMS	CARRIER	ROUTE
NET 30	IPP Truck	DU2
CUST NO.	CUST PO NO.	PAGE
100827	4520711591	1 of 1

INVOICE

SOLD TO
Duke University 1
Disbursements-acct operat
PO Box 90487
Durham, NC 27708

SHIP TO
School Of Nursing NEW SCHOOL
Duke University
Trent Dr/By Hanes House
Durham, NC 27706
USA

Thank you for your business

LINE	HM	QUANTITY ORDERED	QUANTITY SHIPPED	QUANTITY BO	UNIT		ITEM ID / ITEM DESCRIPTION	UNIT	EXTENDED AMOUNT
							Tracking #:		
1		10.0000	10.0000	0.0000	CS		BW-48500 Towel Multifold White 4000/cs EcoSoftÖ *Ordered As: 329945*	21.15	211.50
2		6.0000	6.0000	0.0000	CS		BW-54900 Toilet Tissue 2ply Green Seal« 96rl/cs *Ordered As: 329946*	37.99	227.94

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3) Invoice image displayed in Web browser window

   a. The following prints show each workflow screen in succession

      i. Item Not on PO

      ii. Quantity Difference Payment Block

      iii. Value Exceeds Limit Payment Block

Item Not on Purchase Order

Subsequent steps illustrate screens for the other workflows.

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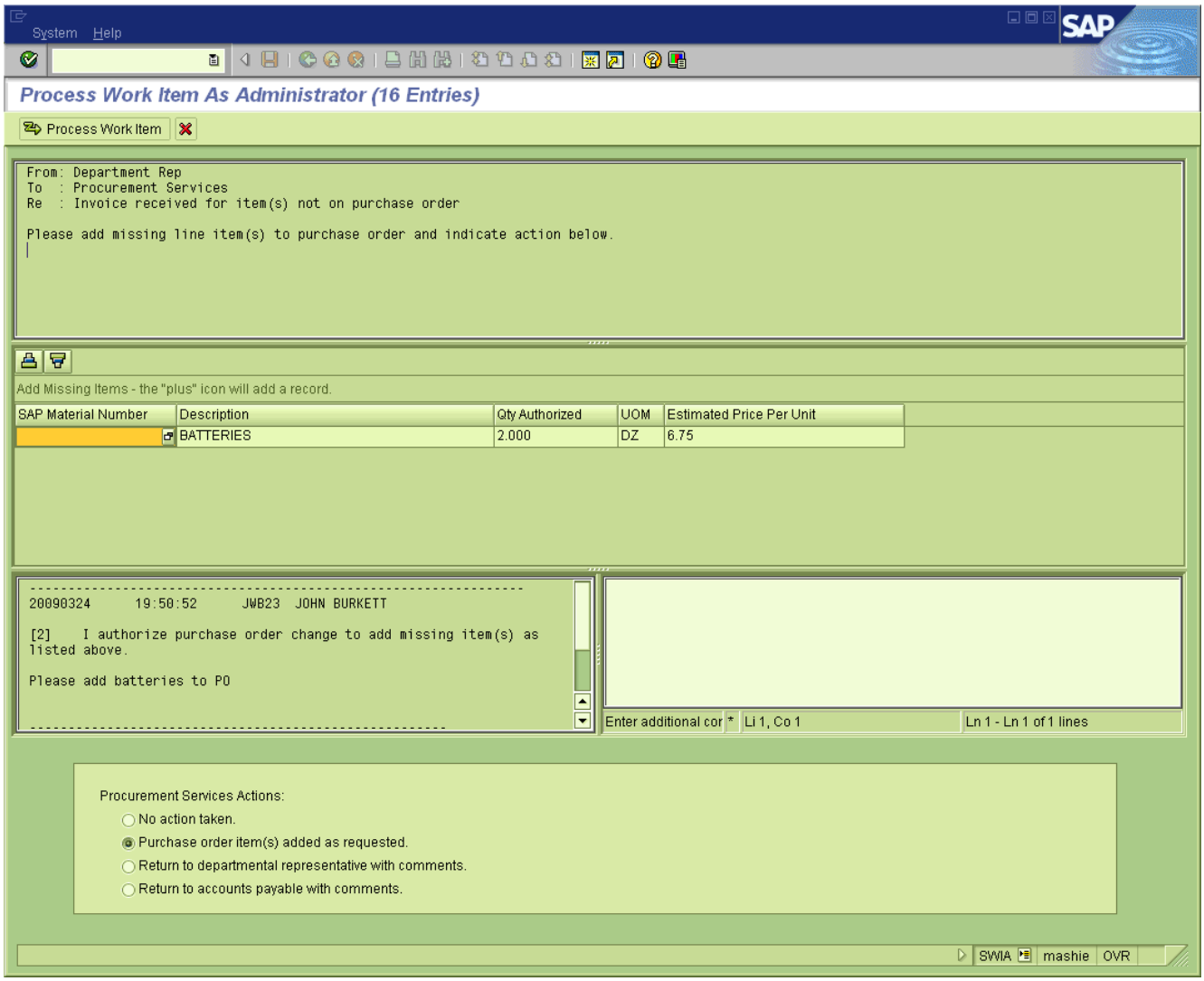
4) The workflow screen is displayed



On the workflow screen, process information:

a. Comments as needed

b. Select radio button at bottom of screen to indicate action taken.

c. Click on the Process Work Item button at the top left of screen

Quantity Difference Payment Block

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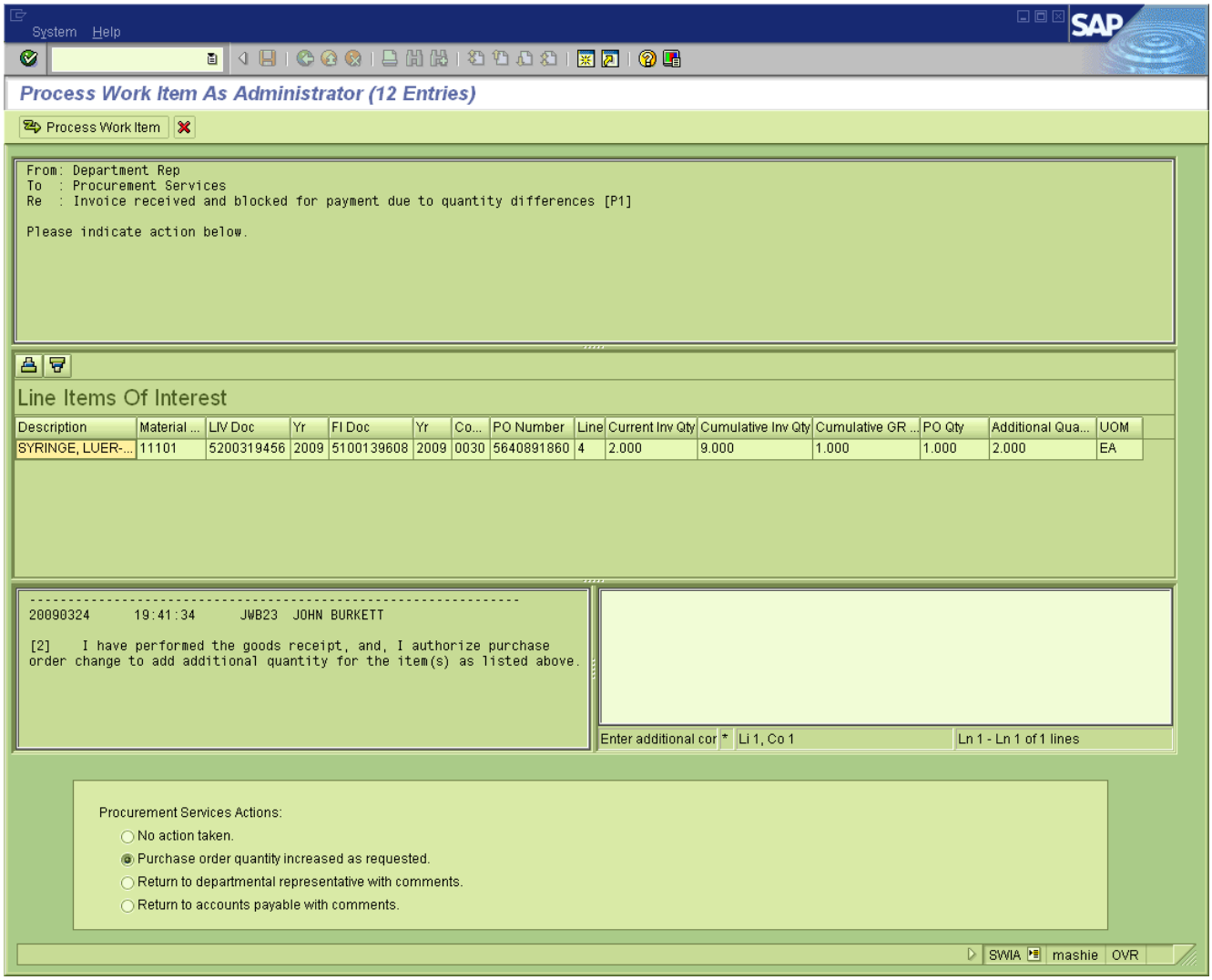
5) The workflow screen is displayed



On the workflow screen, process information:

a. Comments as needed

b. Select radio button at bottom of screen to indicate action taken.

   i. See next screen for special steps if P.O. does not allow **overdelivery**, and procurement services must first increase the P.O. quantity before the procuring department can complete the goods receipt

c. Click on the Process Work Item button at the top left of screen

Quantity Difference Payment Block – Overdelivery and Goods Receipt Cannot be Performed

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6) **In circumstances where there is an overdelivery, and the procuring department cannot perform a goods receipt until the purchase order quantity is increased**

   a. Complete all items as described in the previous screen, except

      i. In the Comments field, tell procuring department they can now perform their goods receipt

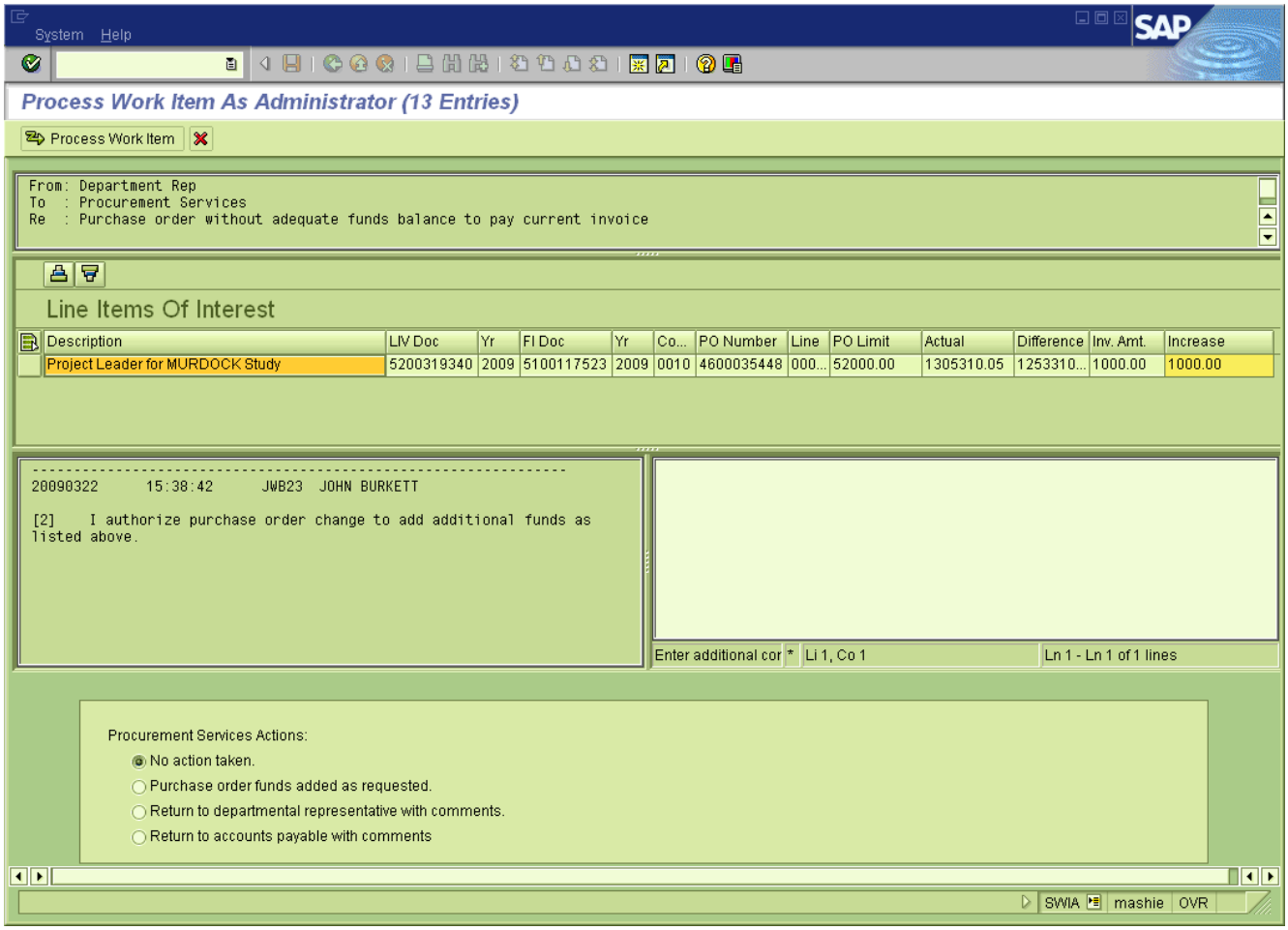
      ii. Select the radio button, Return to departmental representative with comments

      iii. Click on the Process Work Item button

Value Exceeds Limit Payment Block

Return to Contents

7) The workflow screen is displayed



On the workflow screen, process information:

a. Comments as needed

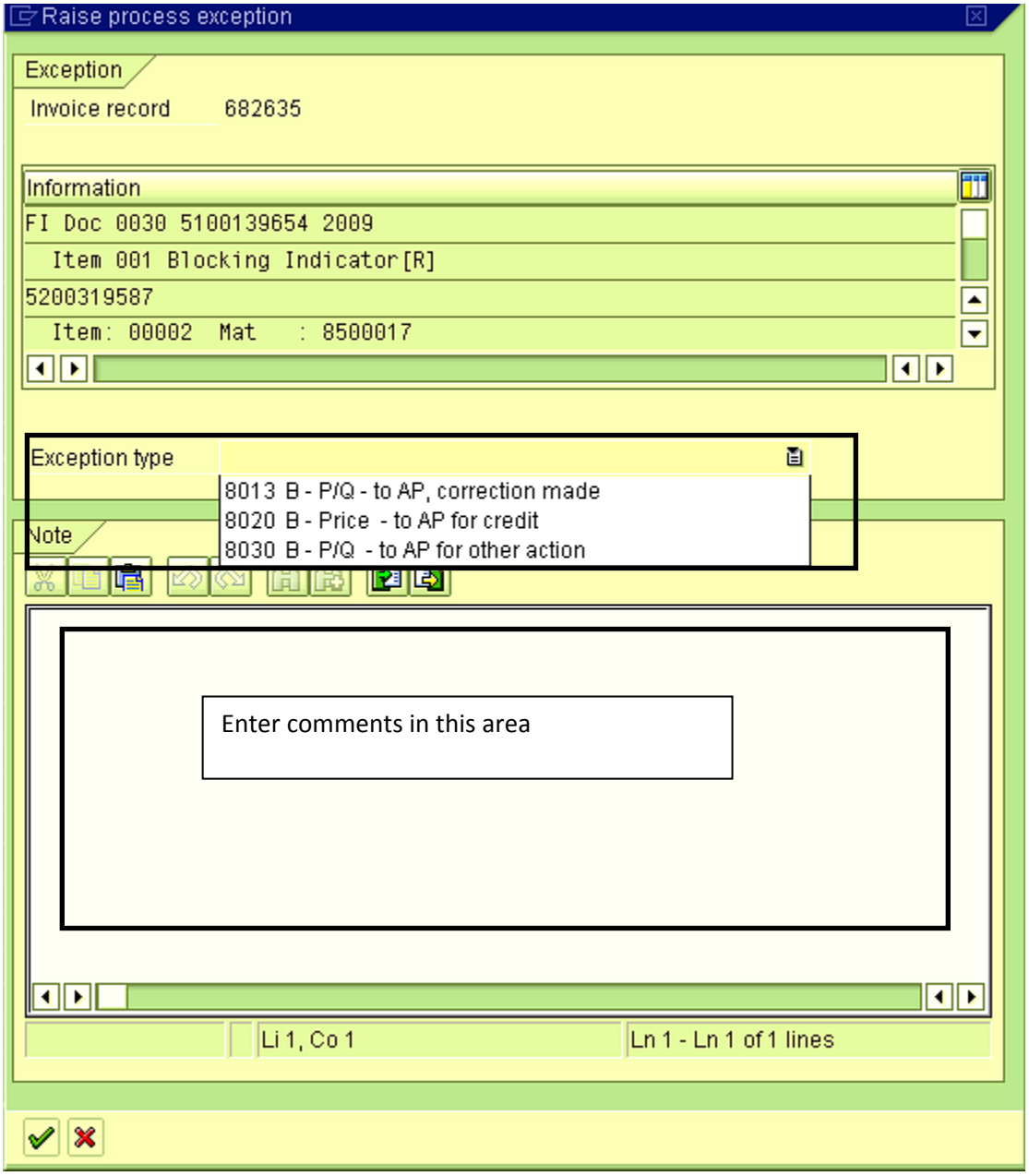
b. Select radio button at bottom of screen to indicate action taken.

c. Click on the Process Work Item button at the top left of screen

Price Difference Payment Block

Return to Contents

8) The workflow screen is displayed



On the workflow screen, process information:

a. Exception type based upon action taken

b. Comments as needed

c. Click on the green check mark to accept changes

Appendix A – Creating Display Variant for SAP Workflow Inbox

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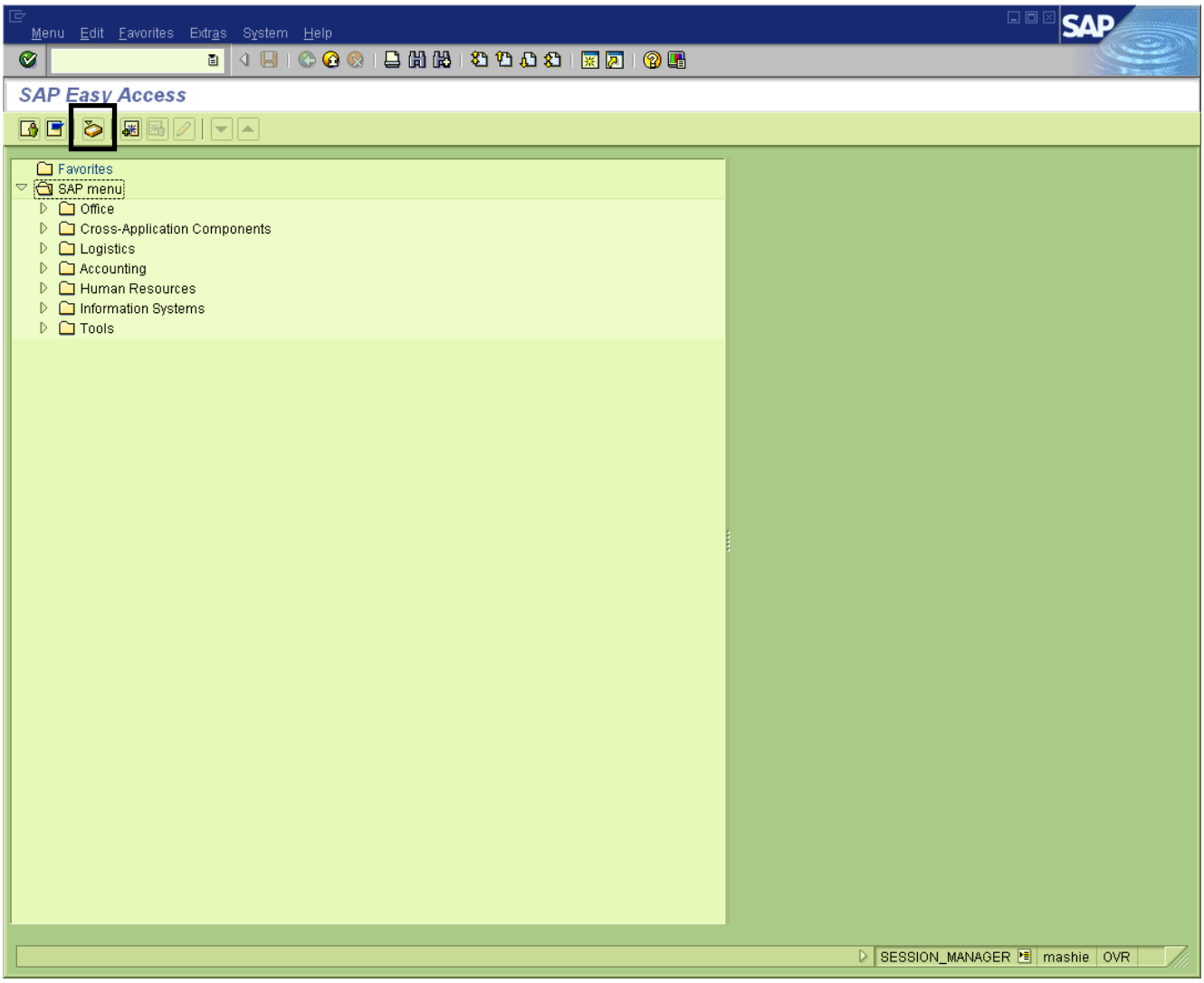
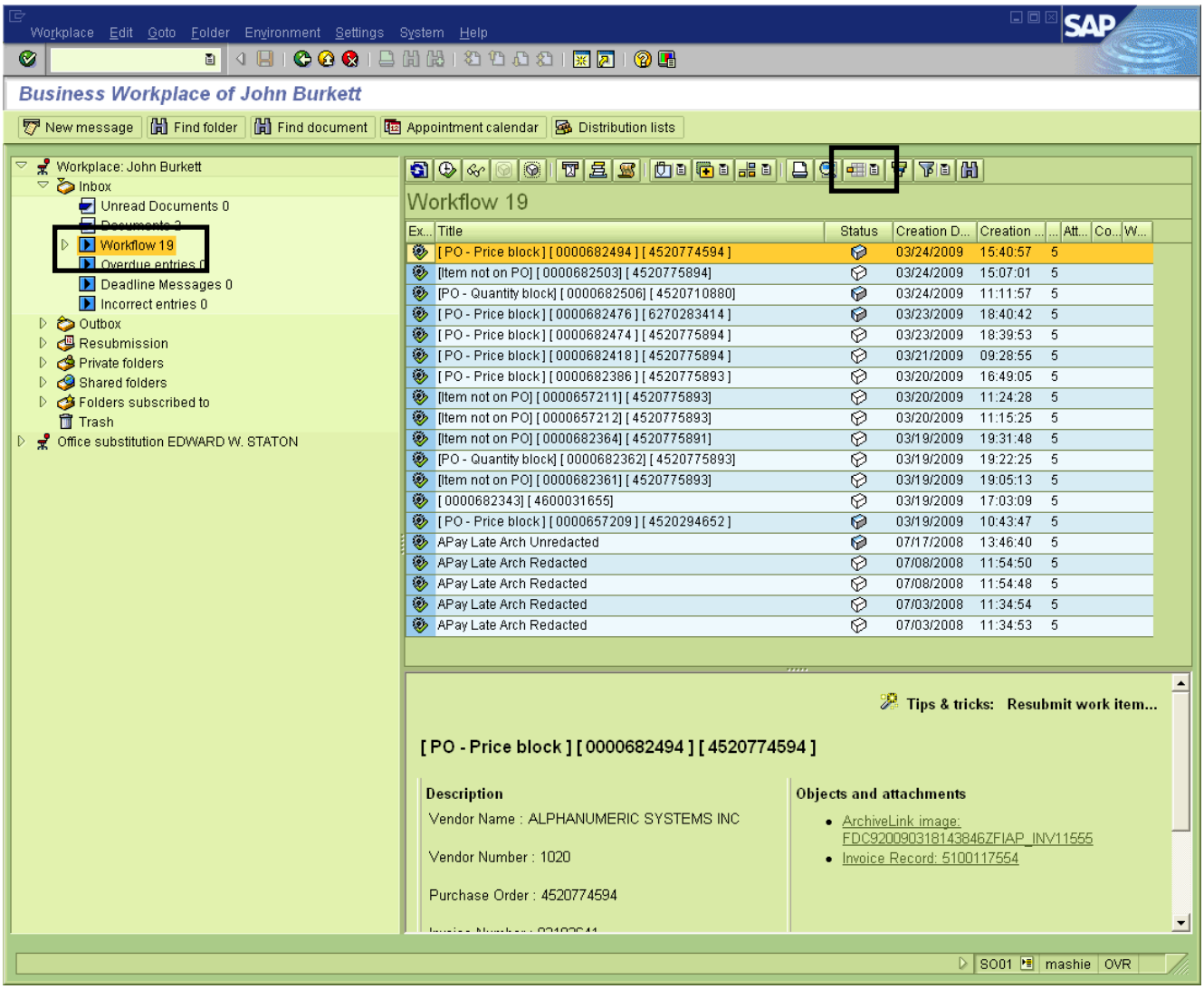
Return to Procuring Department Steps

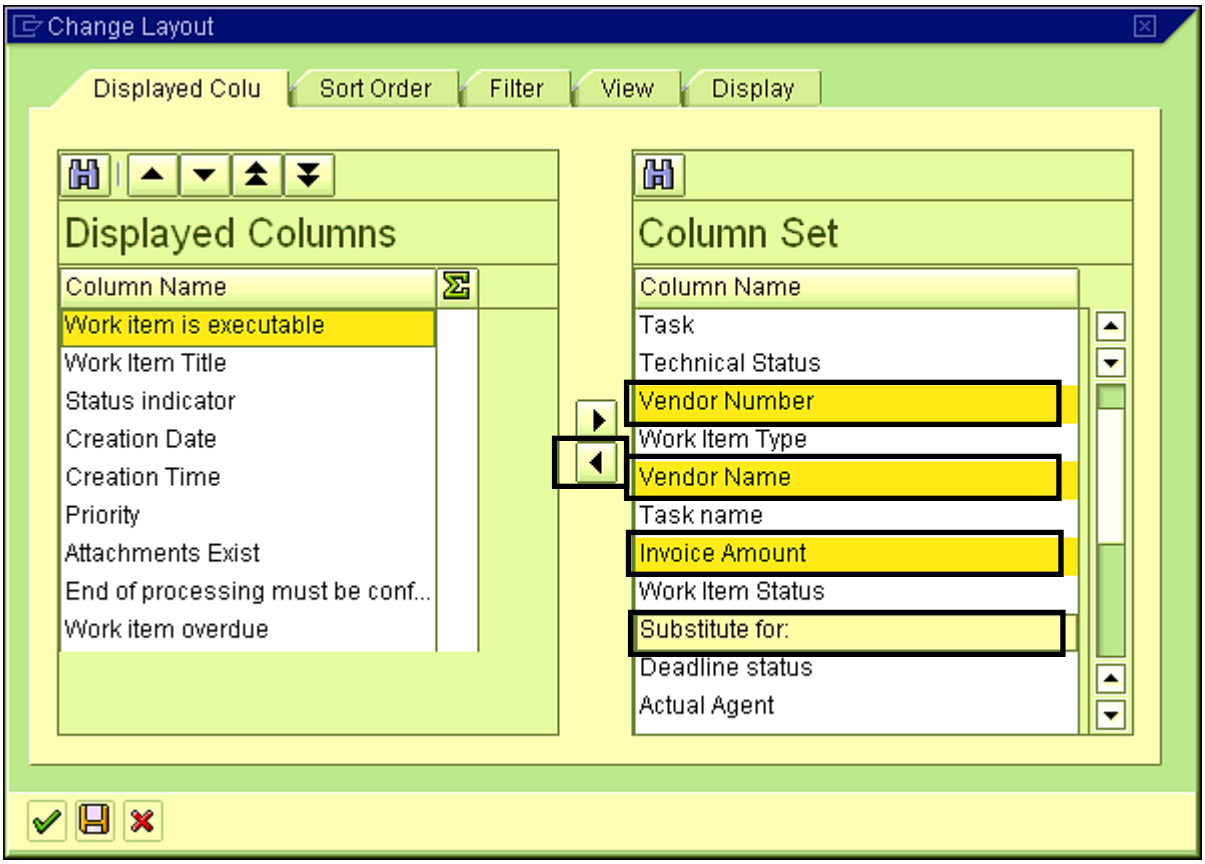
Return to Procurement Services Steps



1. Navigate to SAP Workplace
    - Click on SAP Business Workplace icon

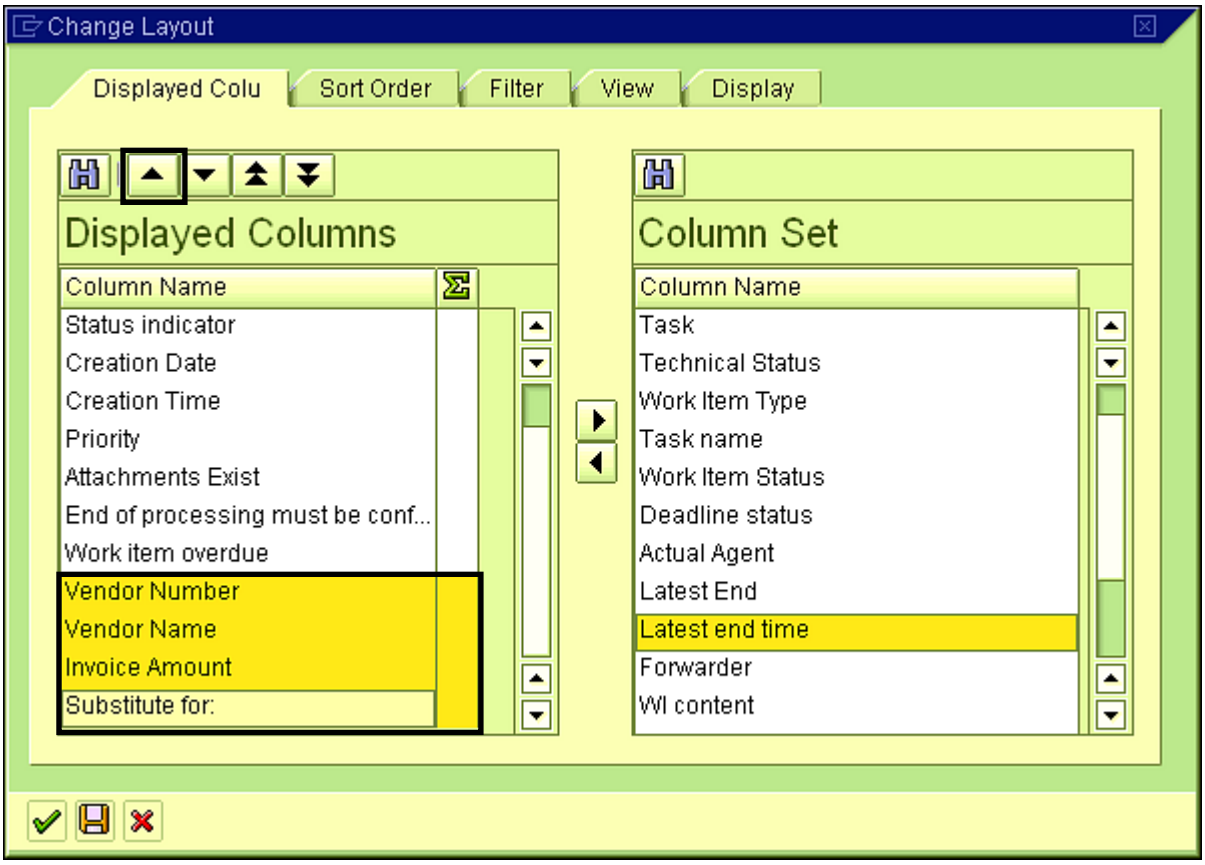


2. Change display variants
   - Select Workflow in left pane
   - Click on rightmost side of highlighted icon
   - Choose Change Layout



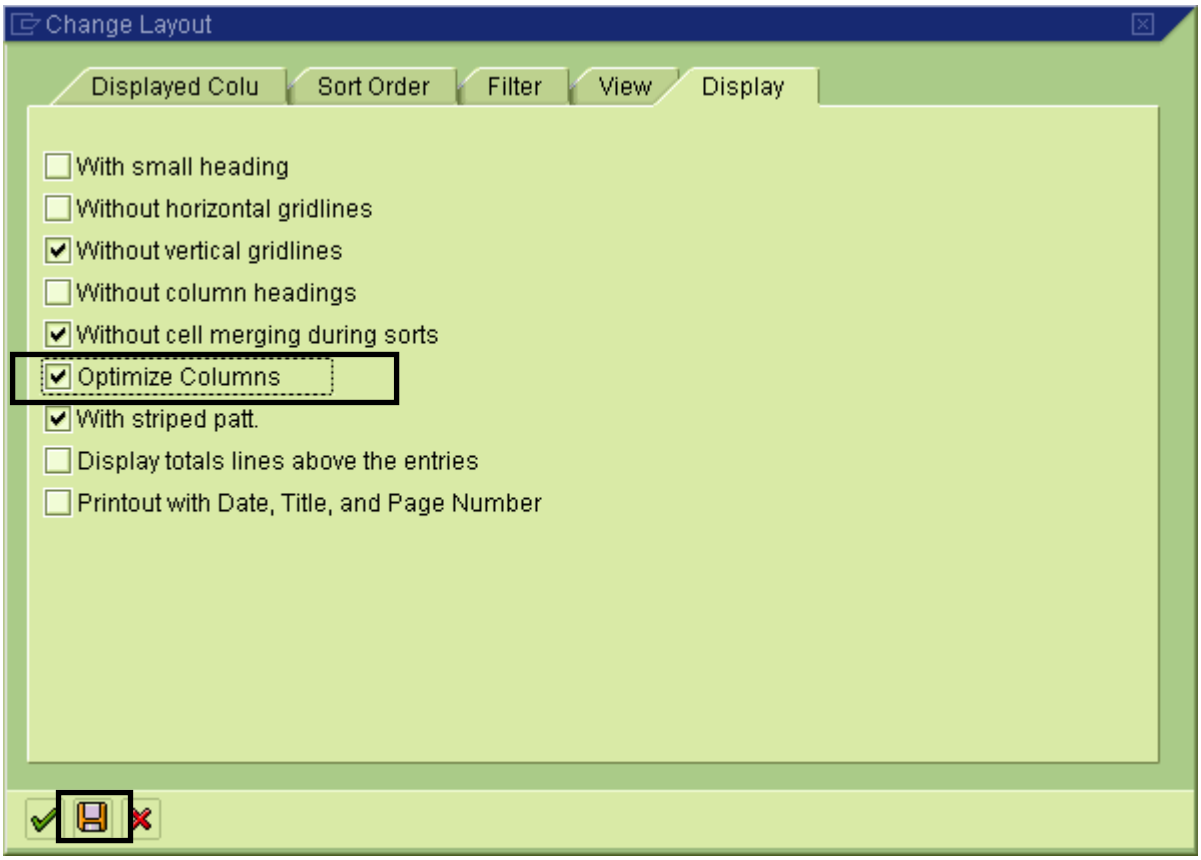
3. Add columns to display set

   - Select Vendor information and Substitute for: in right pane
   - Click on < Button to add selections to left pane, Displayed Columns

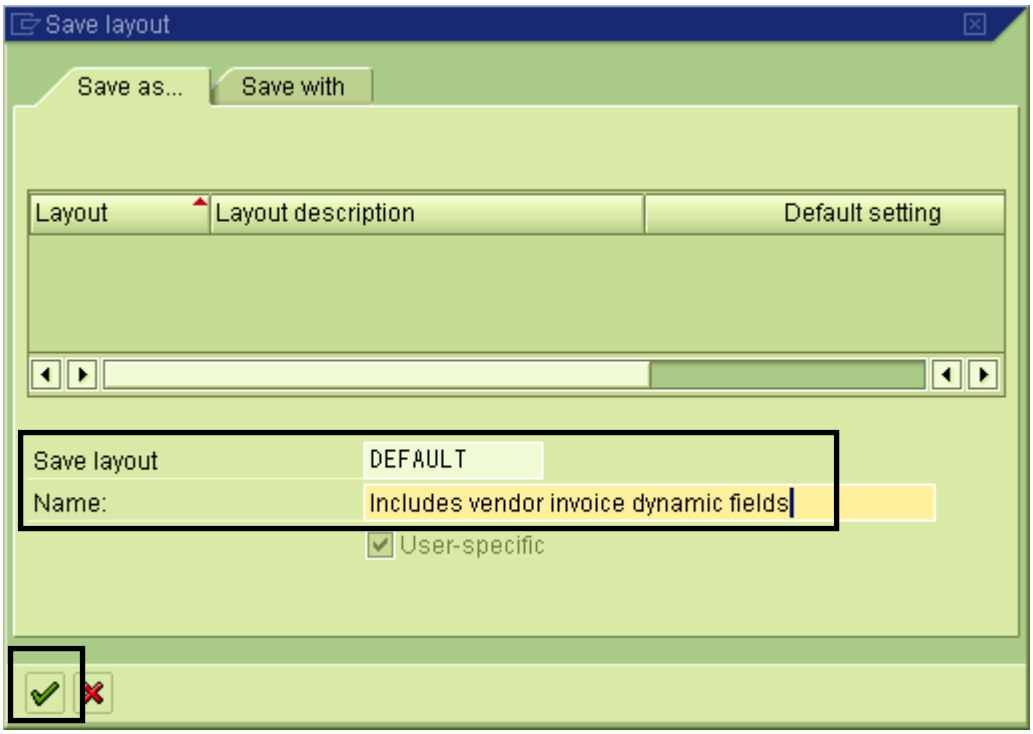


4. Move new columns to display in desired position

   - Select items that moved to the left window pane, so we can position them
   - Click on ^ button until these items are before Priority

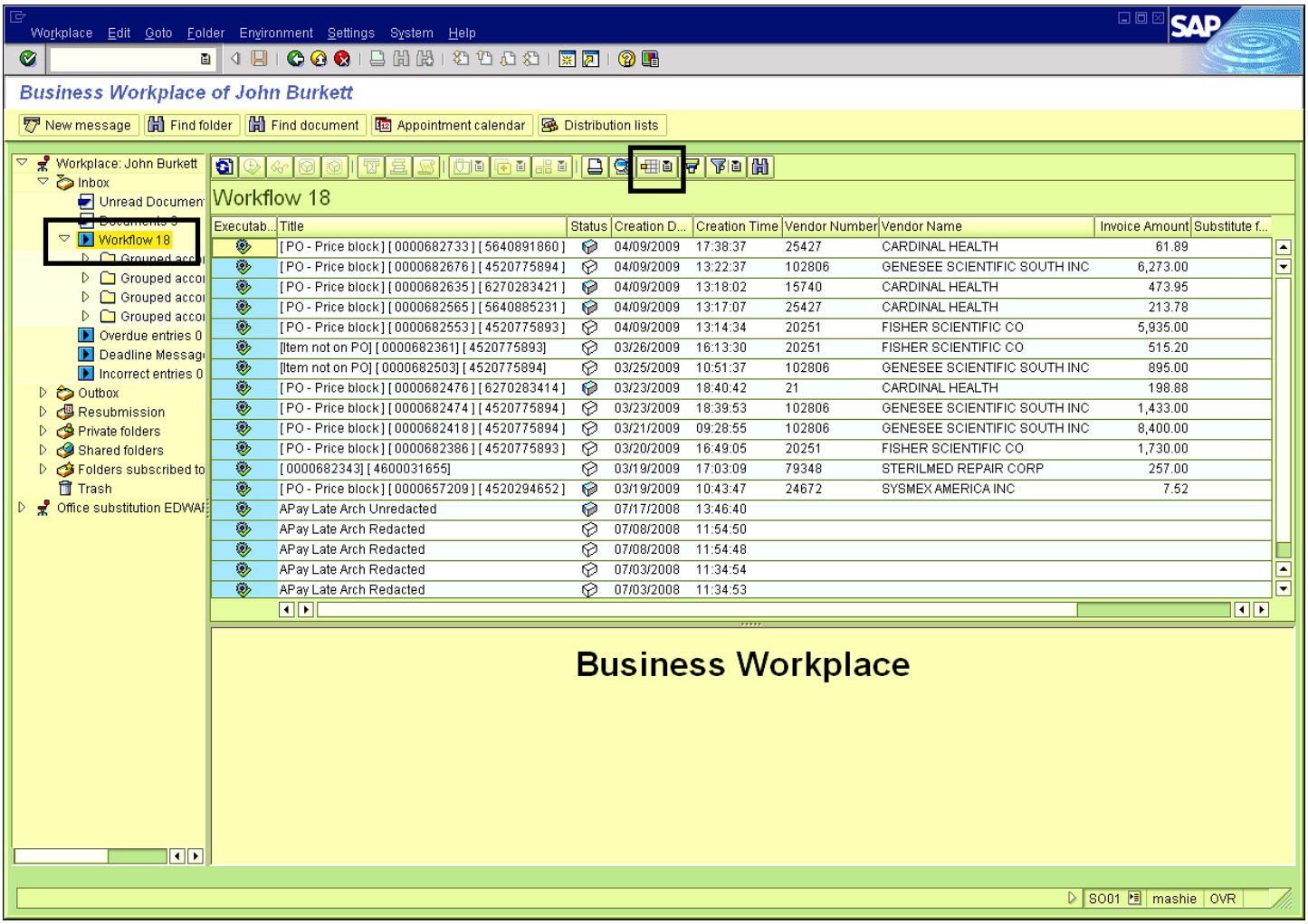


5. Optimize columns so they are no wider than necessary
    - Select Optimize Columns checkbox
    - Click on Save icon

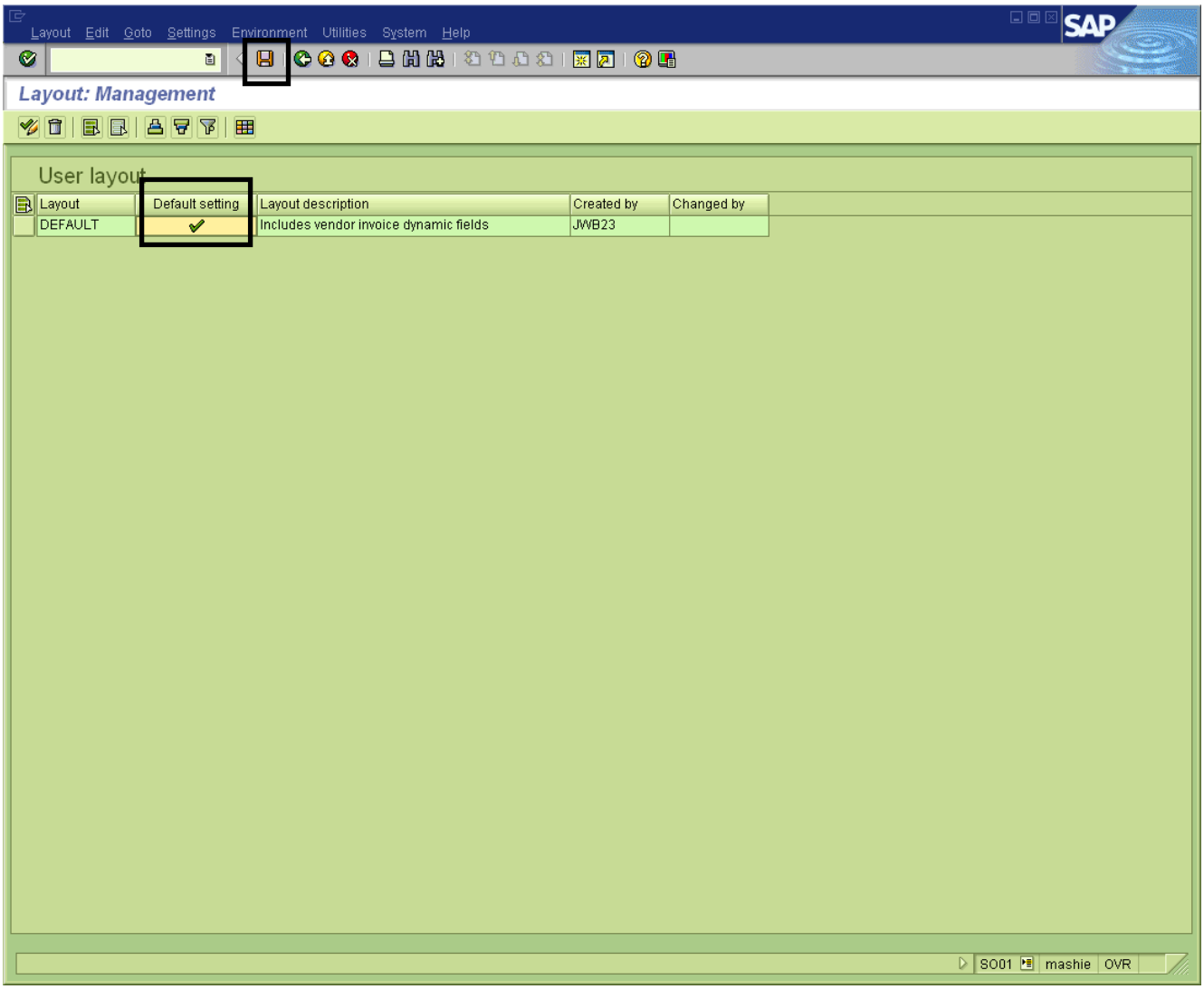


6. Provide variant name

   - Enter a name in Save Layout. Do not prefix with a "/"
   - Enter a description in Name
   - Click on Green Check Mark
   - Message will say, Layout Saved
   - Click on Green Check Mark to continue



7. Now that we have created a new display variant, we will make this new variant our default variant
    - Ensure you have Workflow selected in left pane
    - Select rightmost side of highlighted icon
    - Choose Manage Layouts



8. Click in box to make your default variant

9. Click on Save icon to save as your default setting

10. Use the Green Arrow to return to your SAP inbox

Appendix B – Forwarding to Manager for Approval in SAP Workflow Inbox

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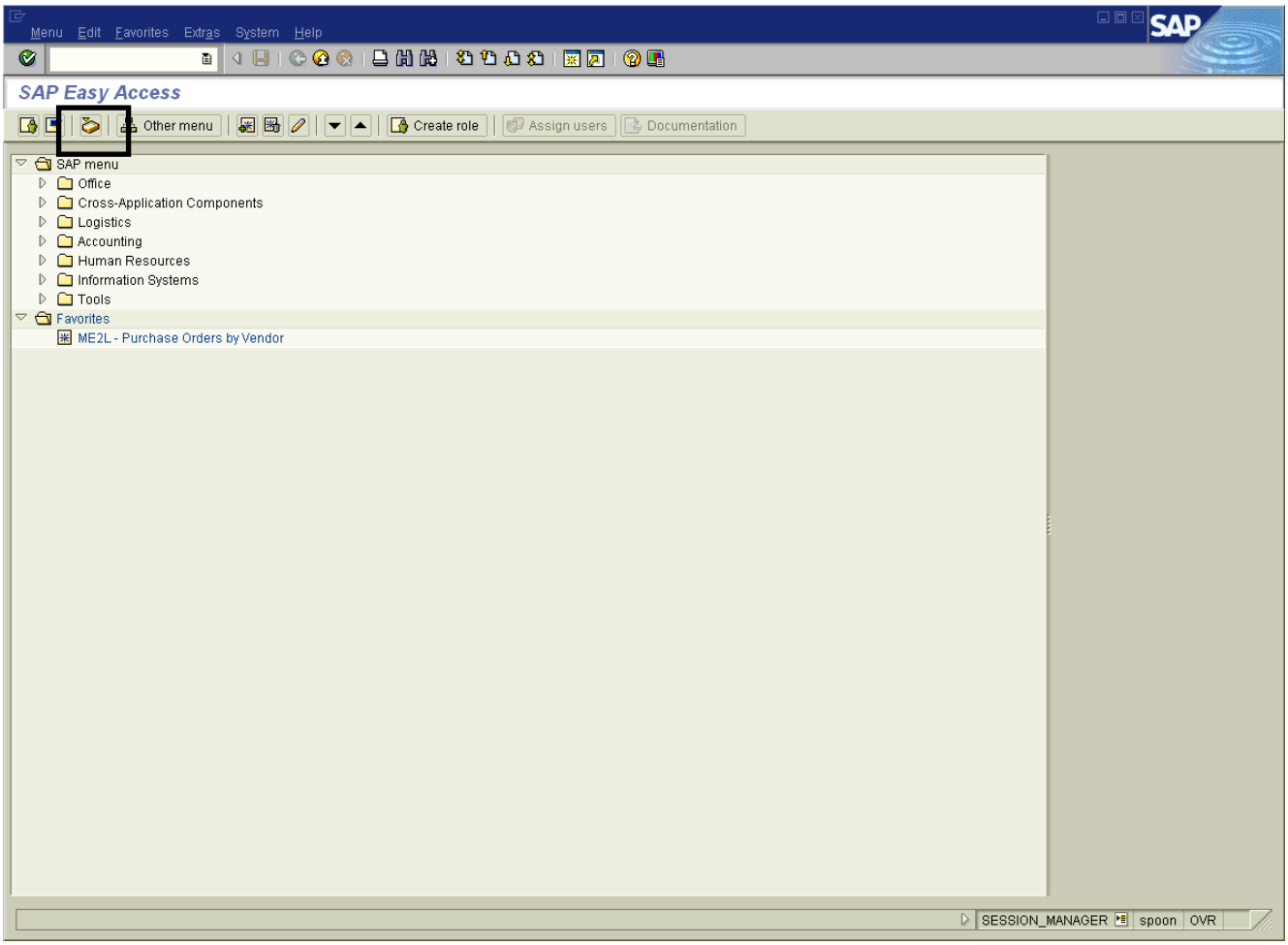
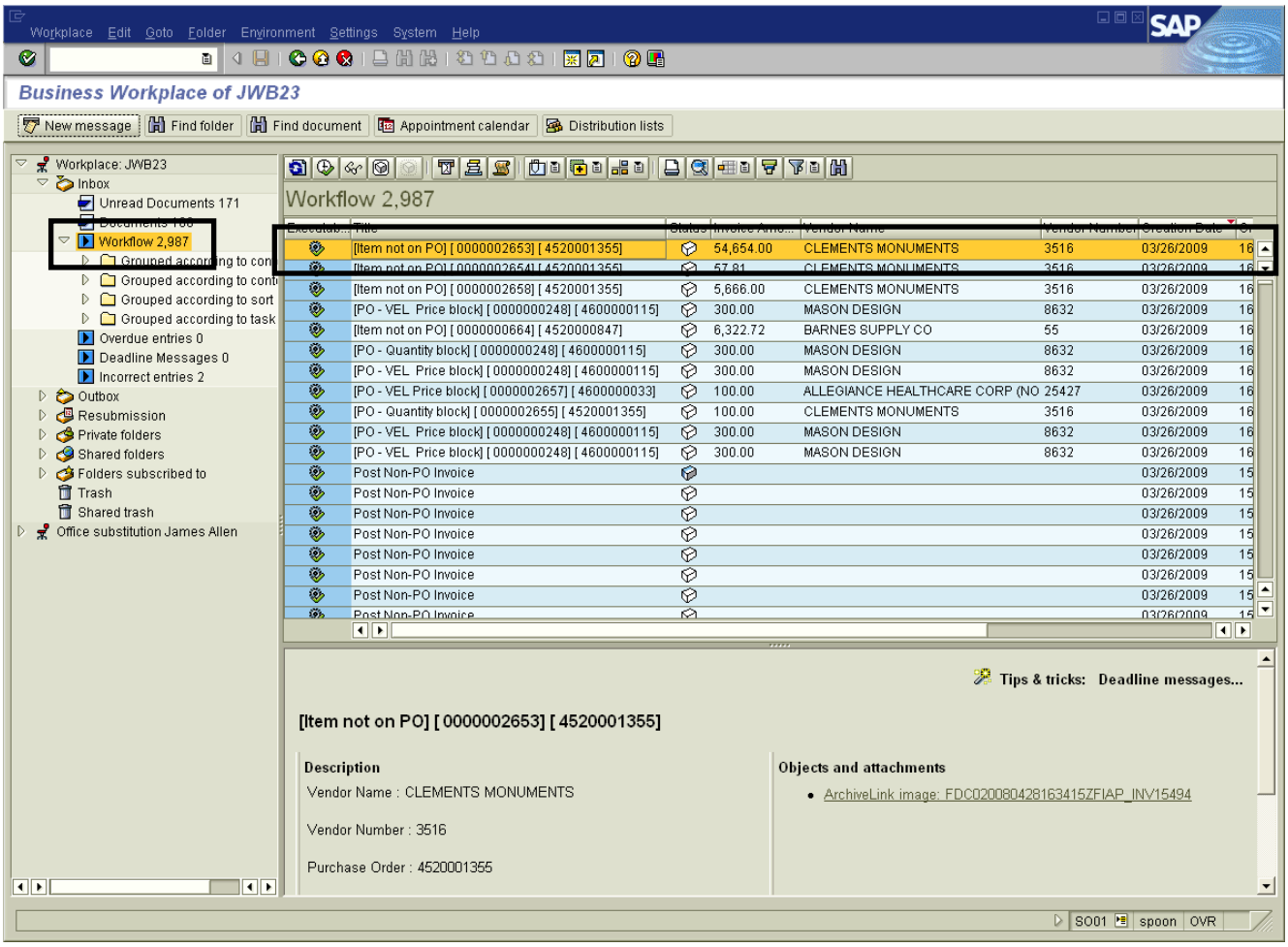
Return to Procuring Department Steps

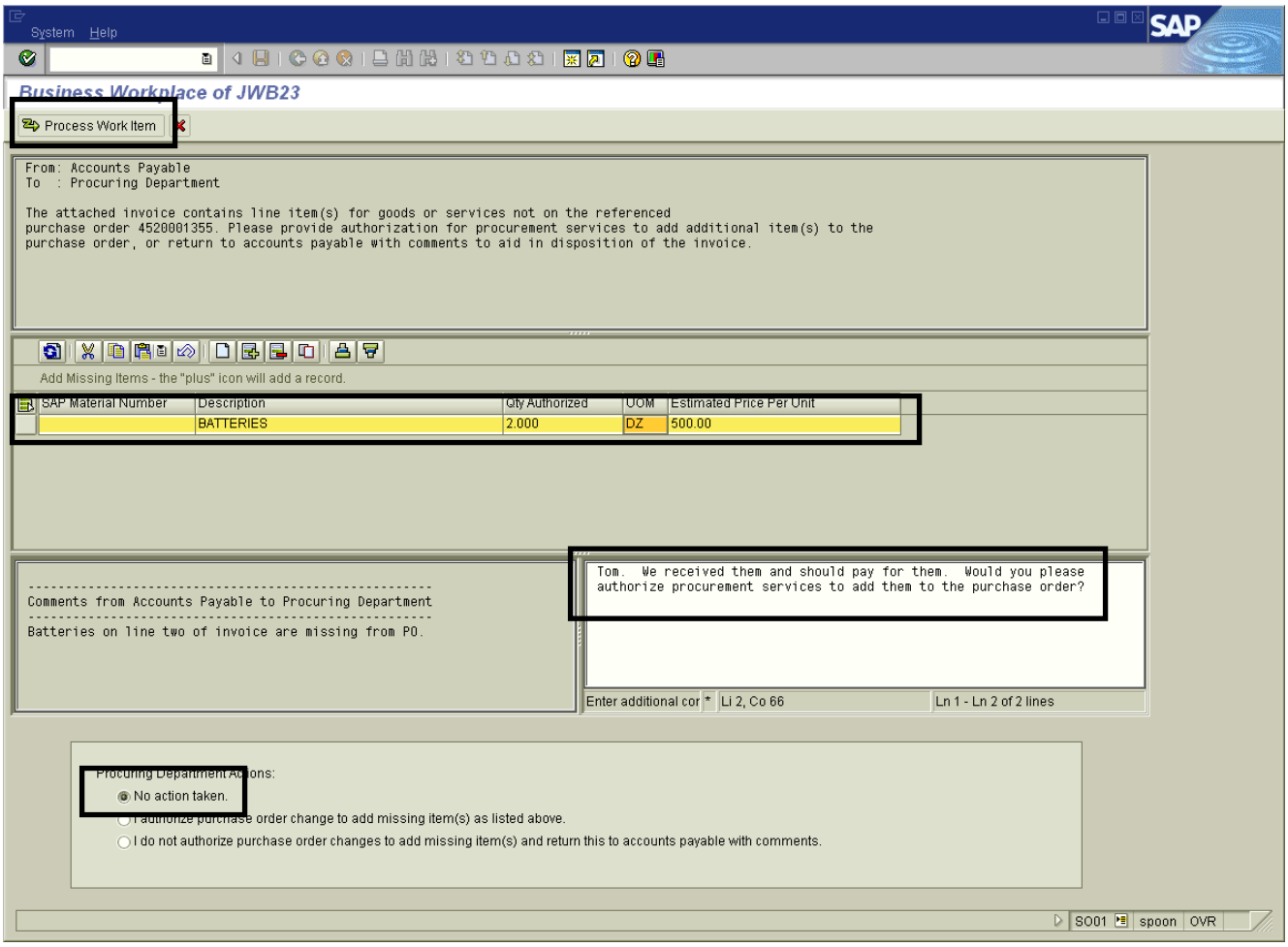


1. Click on SAP Business Workplace icon



2. Select Workflow in left pane

3. Double-click on an item in your workflow inbox to process. The workflow screen will launch, and Web browser window will launch displaying the vendor invoice.

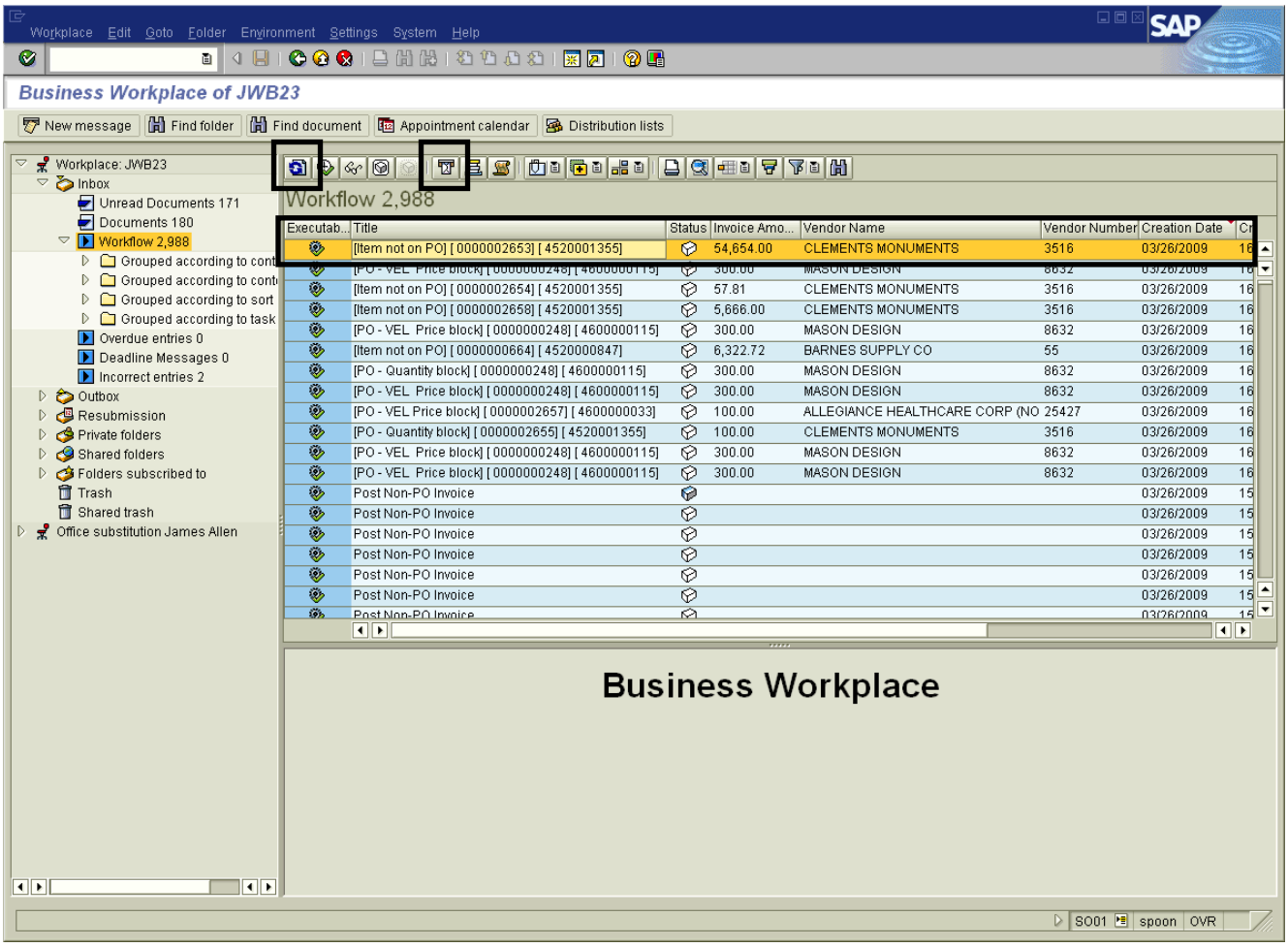


4. Add the line item details to the workflow as needed

5. Add comments for your manager to facilitate their approval

6. Select No Action Taken radio button. This will ensure work item stays in your inbox.

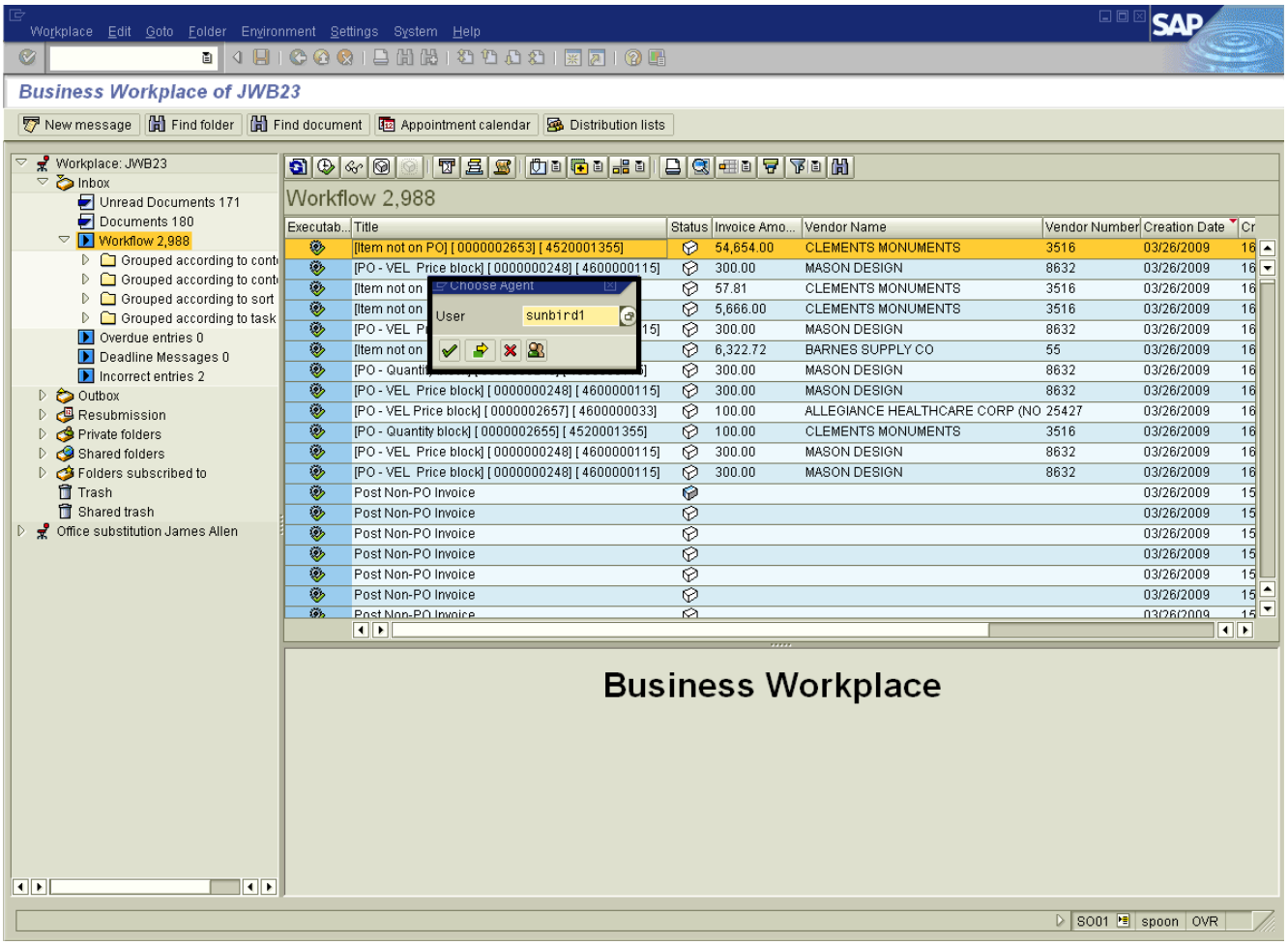
7. Click on Process Work Item. This will record your comments, and return you to your inbox where you will forward this workflow to your manager for processing and approval.



8. The work item will be in your inbox after you refresh the screen by clicking the Refresh button

9. Select the item

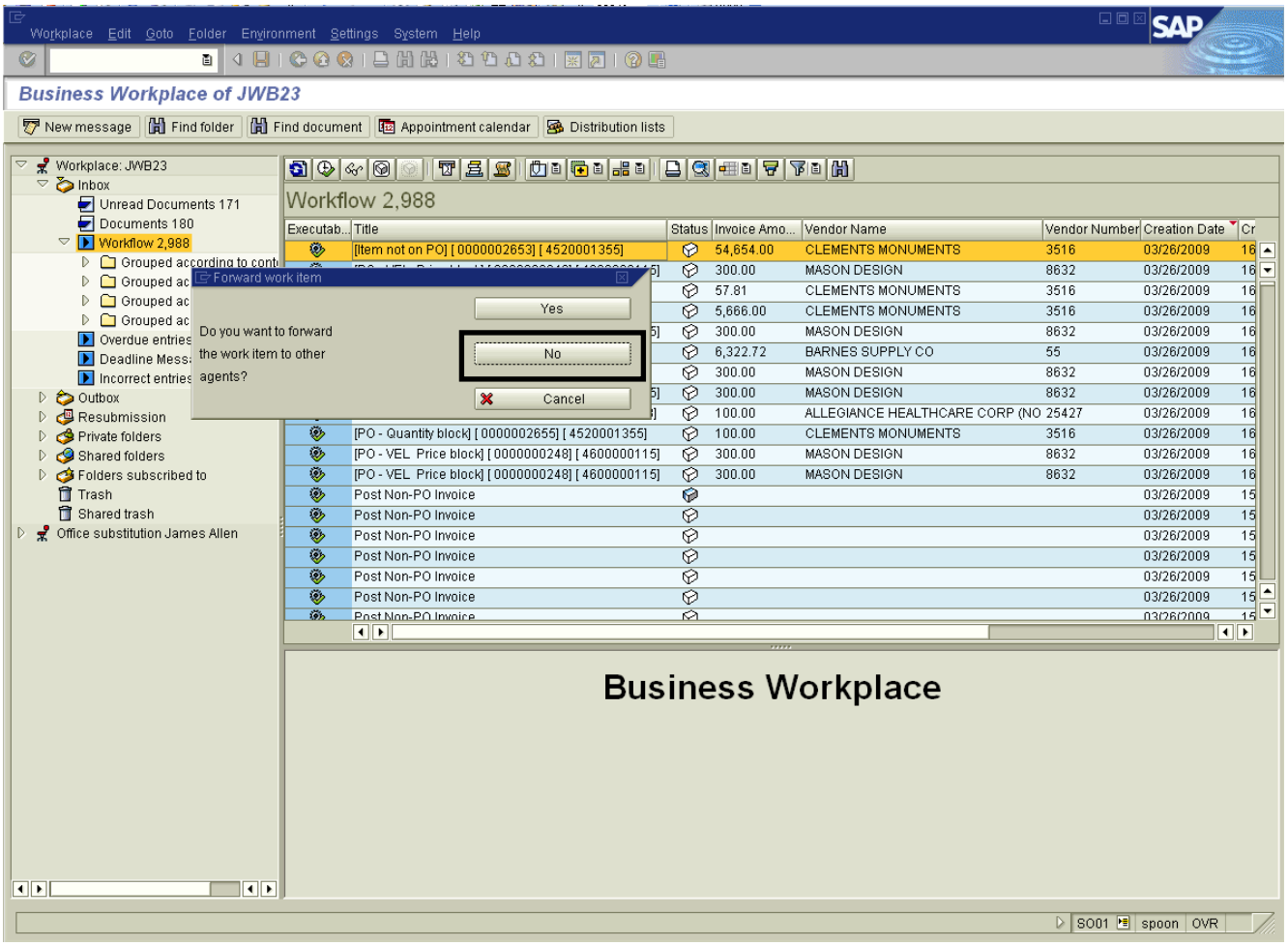
10. Right-click with your mouse on the line item and Forward, or click on the Forward work item button on the toolbar



11. The Choose User window pops up

12. Enter SAP user ID

13. Click on green Check Mark



14. Click on No, to complete forwarding the item

15. Clicking on Yes, would permit forwarding to multiple people. Then the first one to process will remove the item from other's SAP inbox.

16. The item is removed from your SAP inbox

17. **Please ask your manager to go to their SAP inbox to process and approve the item. Manager *will not* receive any automatic notification.**

Appendix C – Workflow Substitution – Sharing an SAP Workflow Inbox

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Return to Procuring Department Steps

Return to Procurement Services Steps

Sharing an SAP workflow inbox permits an SAP user to process the SAP workflows for another SAP user when the workflow recipient is unable to process their own workflows.

This is a one-time setup in the original workflow recipient's SAP inbox, and this setup must be done by the workflow recipient. It is a good idea to create the substitute as soon as they are identified to be prepared in the event of unscheduled absences from work.

Maintain Substitute

The person primarily responsible for the workflows will maintain a substitute that can process the workflows when they are not at work, such as when they are ill or on vacation. This must be set up in advance, and can only be done by the person that receives the initial workflows.

User these same steps to either delete, or change the effective validity dates for a substitute.

Invoking Substitution

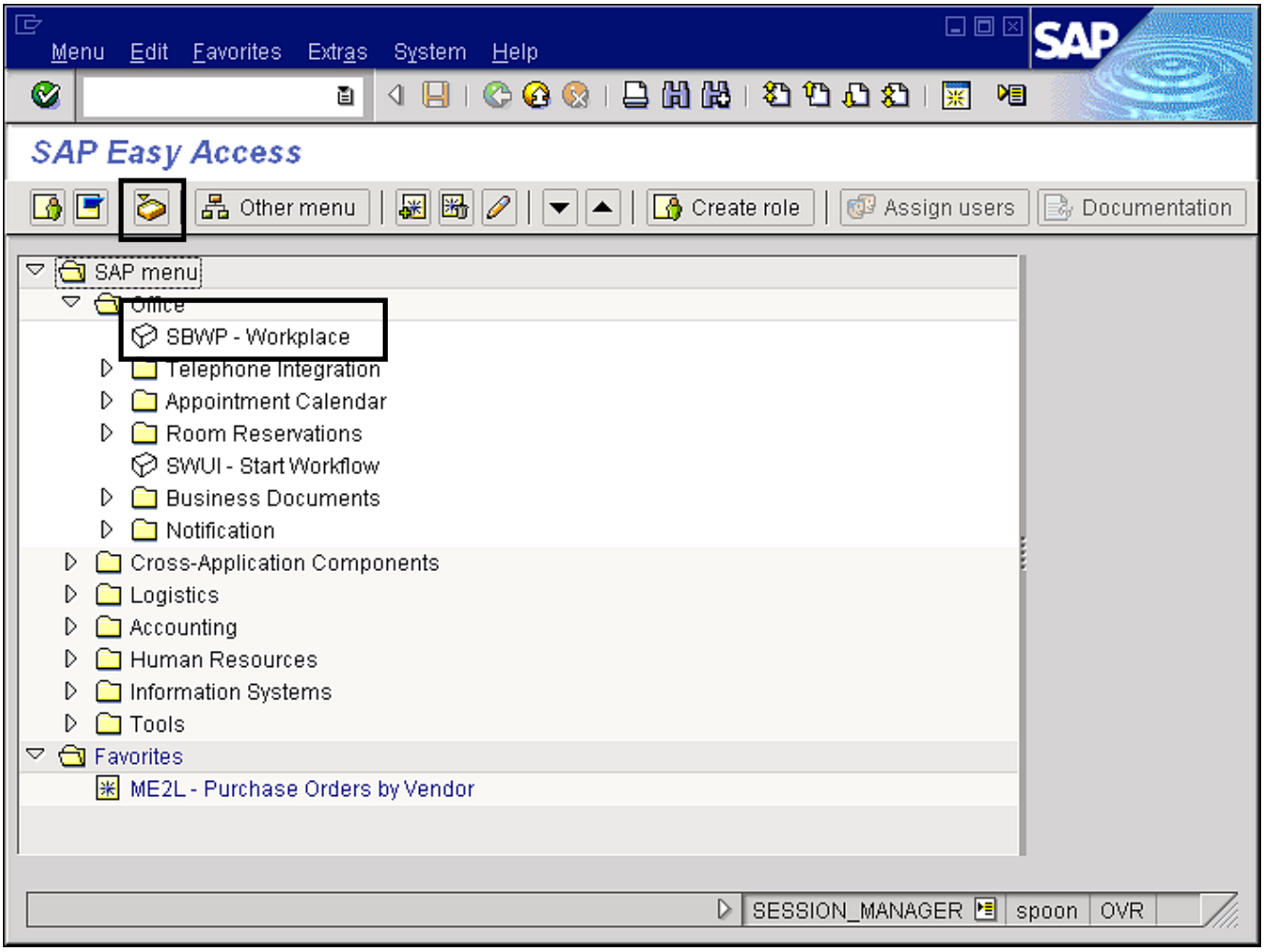
The user processing workflows on behalf of the person with primary responsibility is the one to invoke substitution to process workflows on behalf of the primarily responsible party. You can only invoke substitution if someone has previously set you up as a substitute as described in Maintain Substitute. End substitution as described here.

Workflow Inbox Display Variant Setup to See "Substitute For" Column

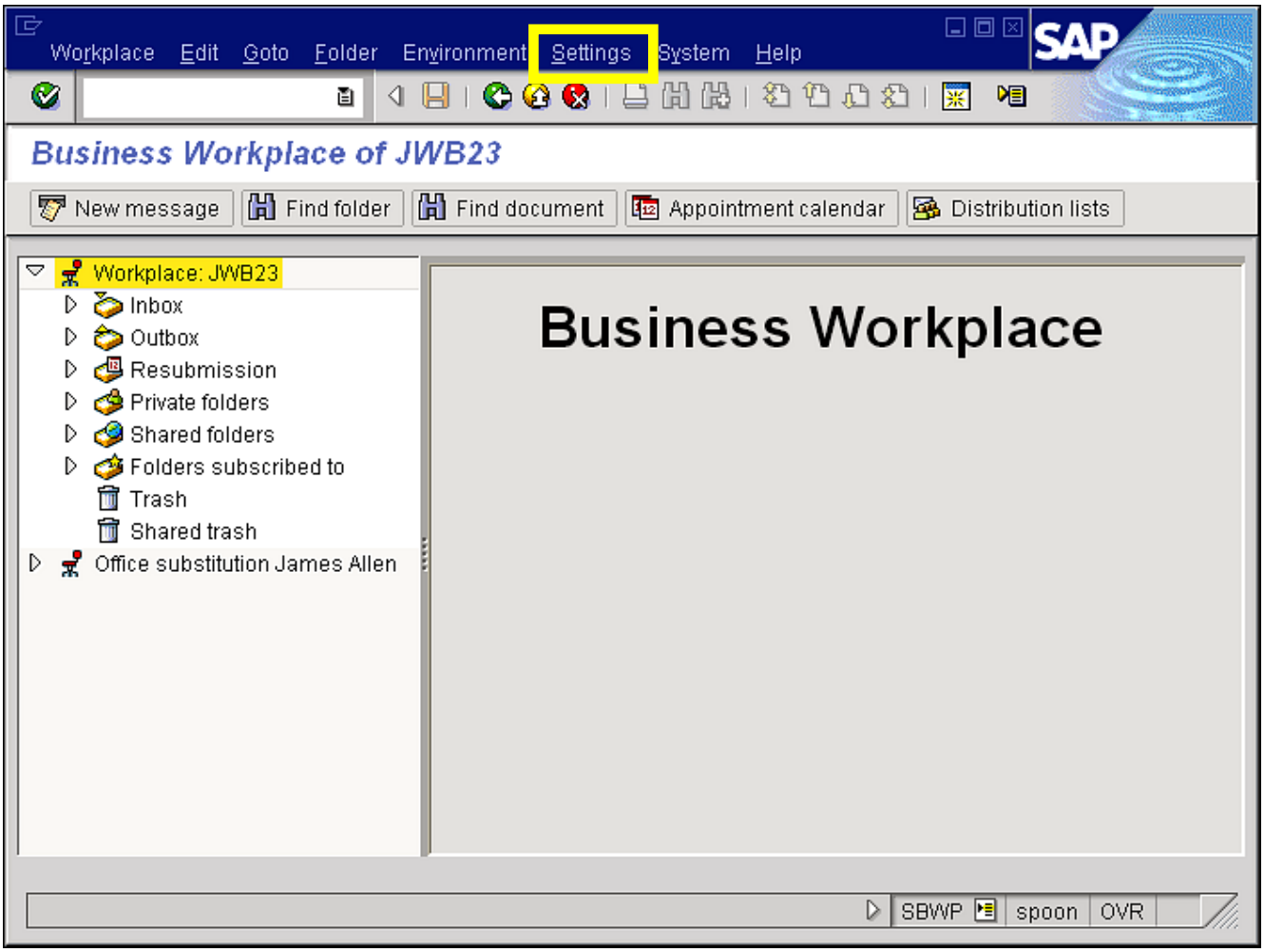
This easily enables users to see which workflows they are processing on behalf of others, and which are their own.

Maintain Substitute

Return

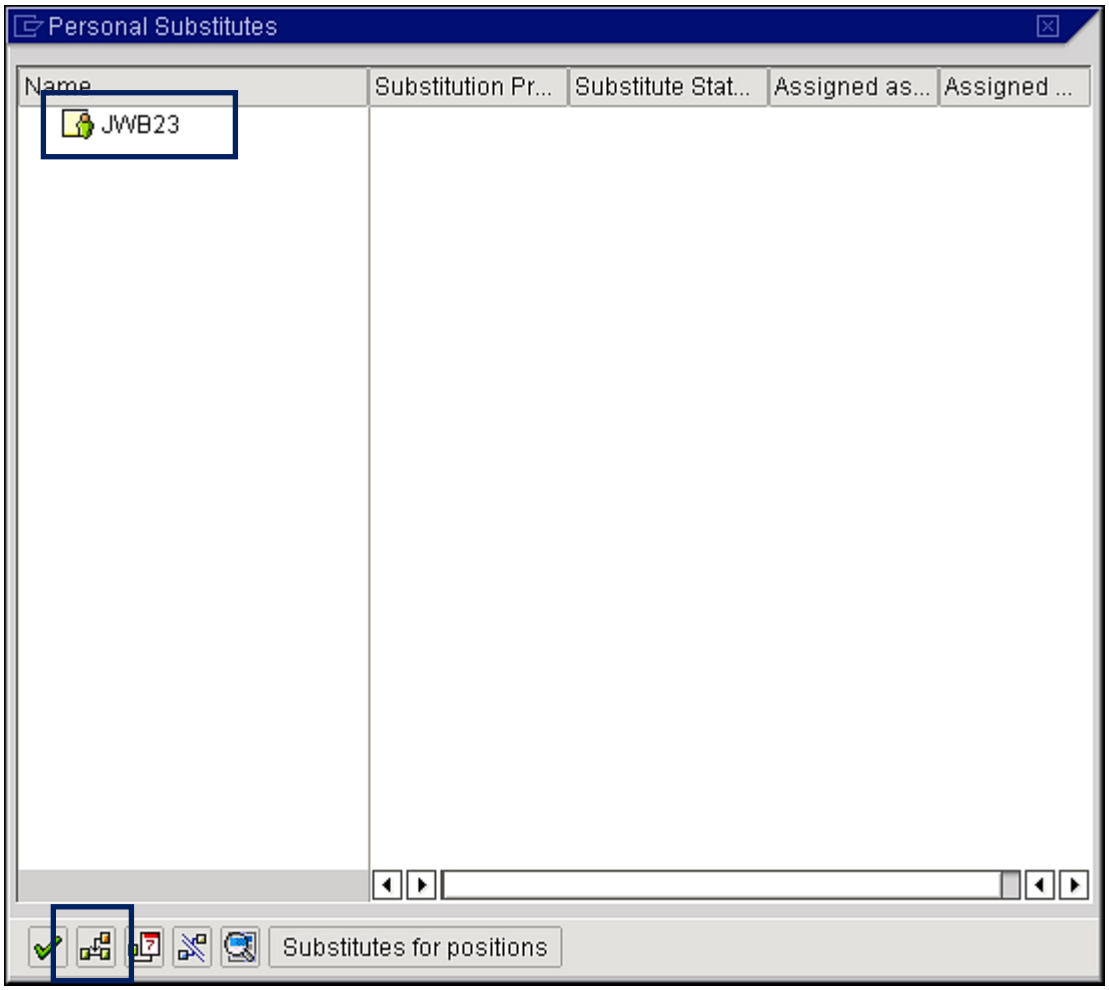


1) Workflow recipient setup to share SAP workflow inbox with a substitute
   - Navigate on the SAP menu on the left side of screen: SAP Menu, office, workplace, or
   - Click on the Icon on the icon bar



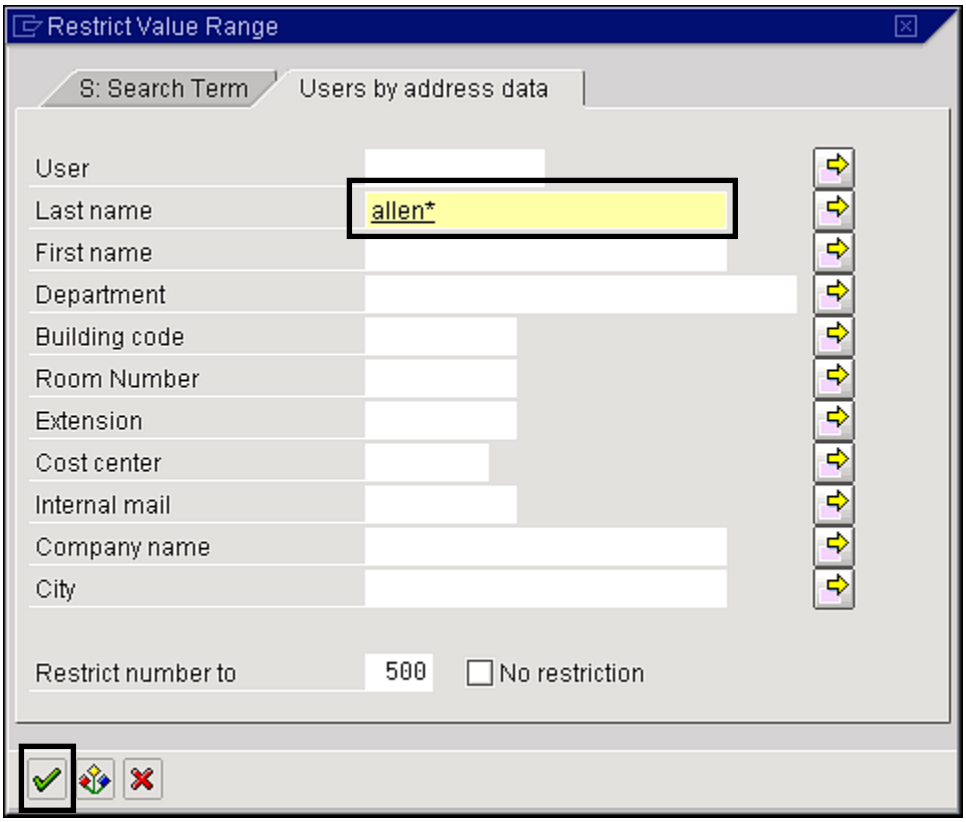
2) Maintain substitute

- From SAP Workplace navigate the SAP menu at the top of screen: Settings, workflow settings, maintain substitute
- The window below will pop-up



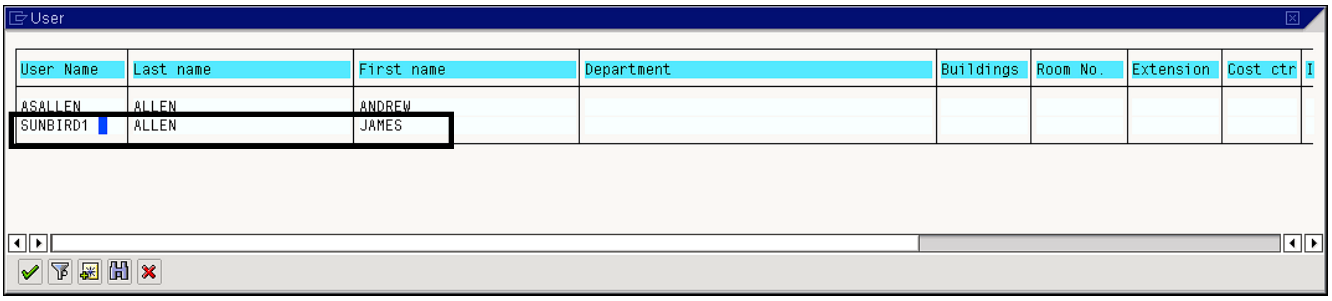
3) Maintain substitute – screen 2

- In this window you can create a Personal Substitute for you (someone that can process your accounts payable workflows)
- Select your user ID by clicking on it in the window. In this example, my user ID is JWB23
- Next, click on Create Substitutes button (F5)
- The window below will pop-up



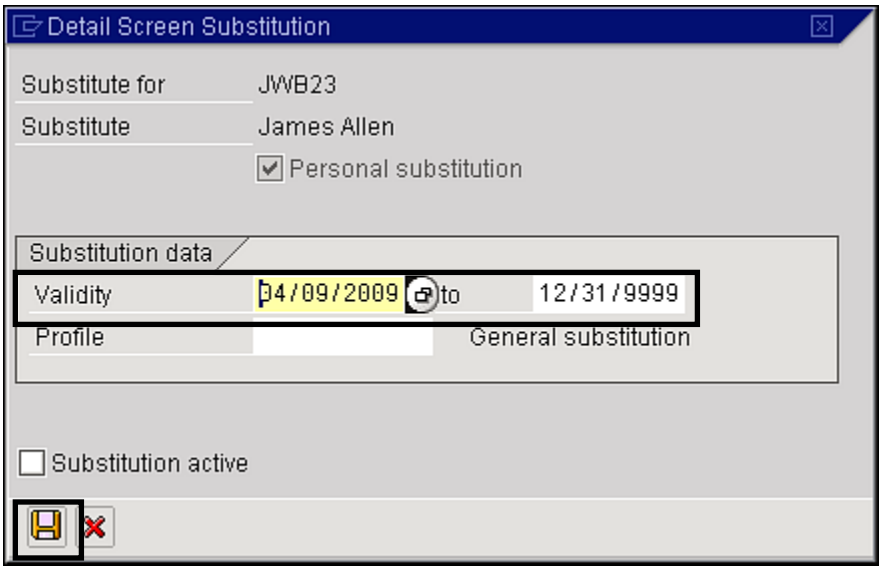
4) Enter user that will be your substitute

- Enter a portion of the users last name and an asterisk (*) wildcard to search for the SAP user name, and depress the Enter key
- The window below will pop-up



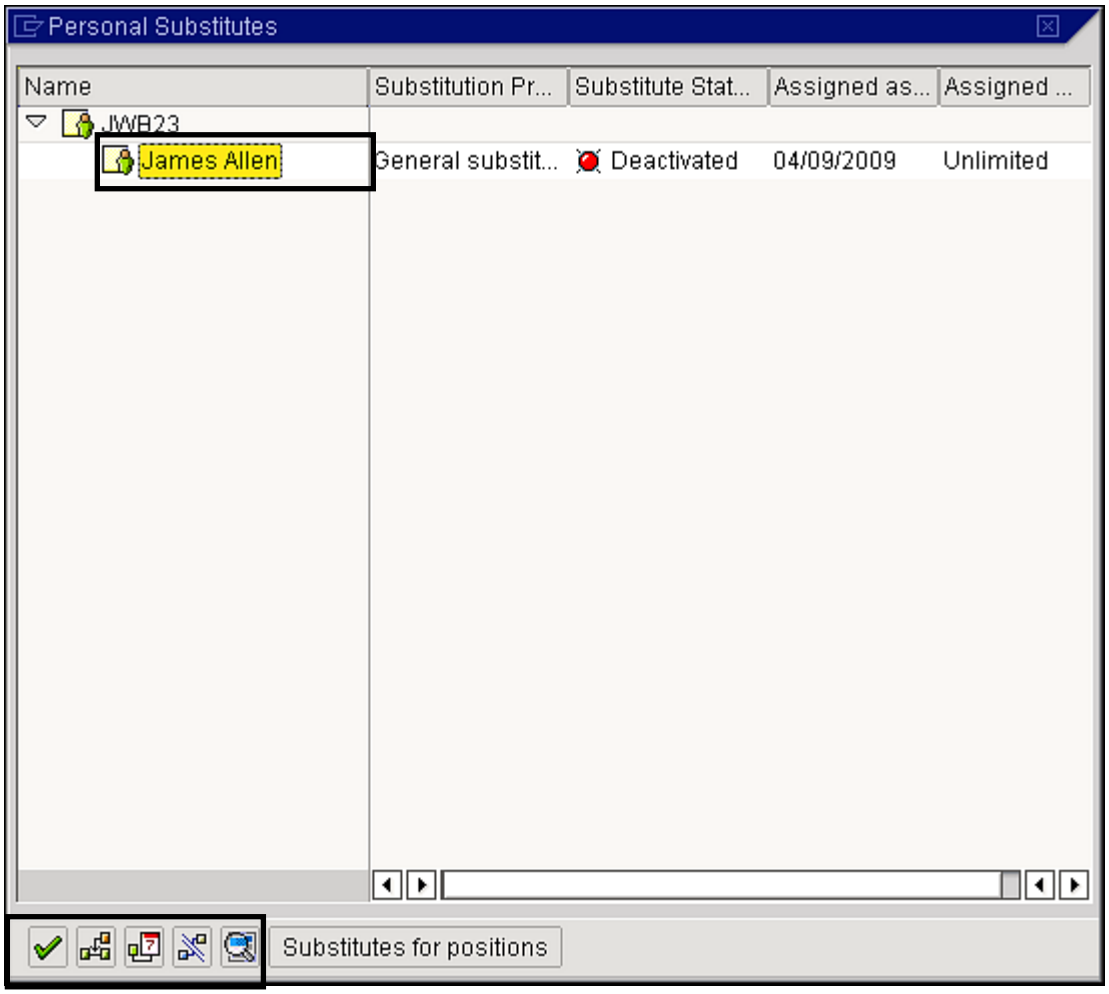
5) Enter user that will be your substitute

- Double-click on the user to select
- The window below will pop-up



6) Detail screen substitution

- In this example, James Allen will have the ability to process SAP workflows on behalf of JWB23
- Accept the default validity period. You can revoke this at any time.
  - Start date = today, end date = 12/31/9999
- Ensure the **Substitution active check box is not selected** and click on the Save button. If this check box is selected, the substitute will always receive every workflow to their SAP inbox.
- Click on the Save icon and the relationship has been created

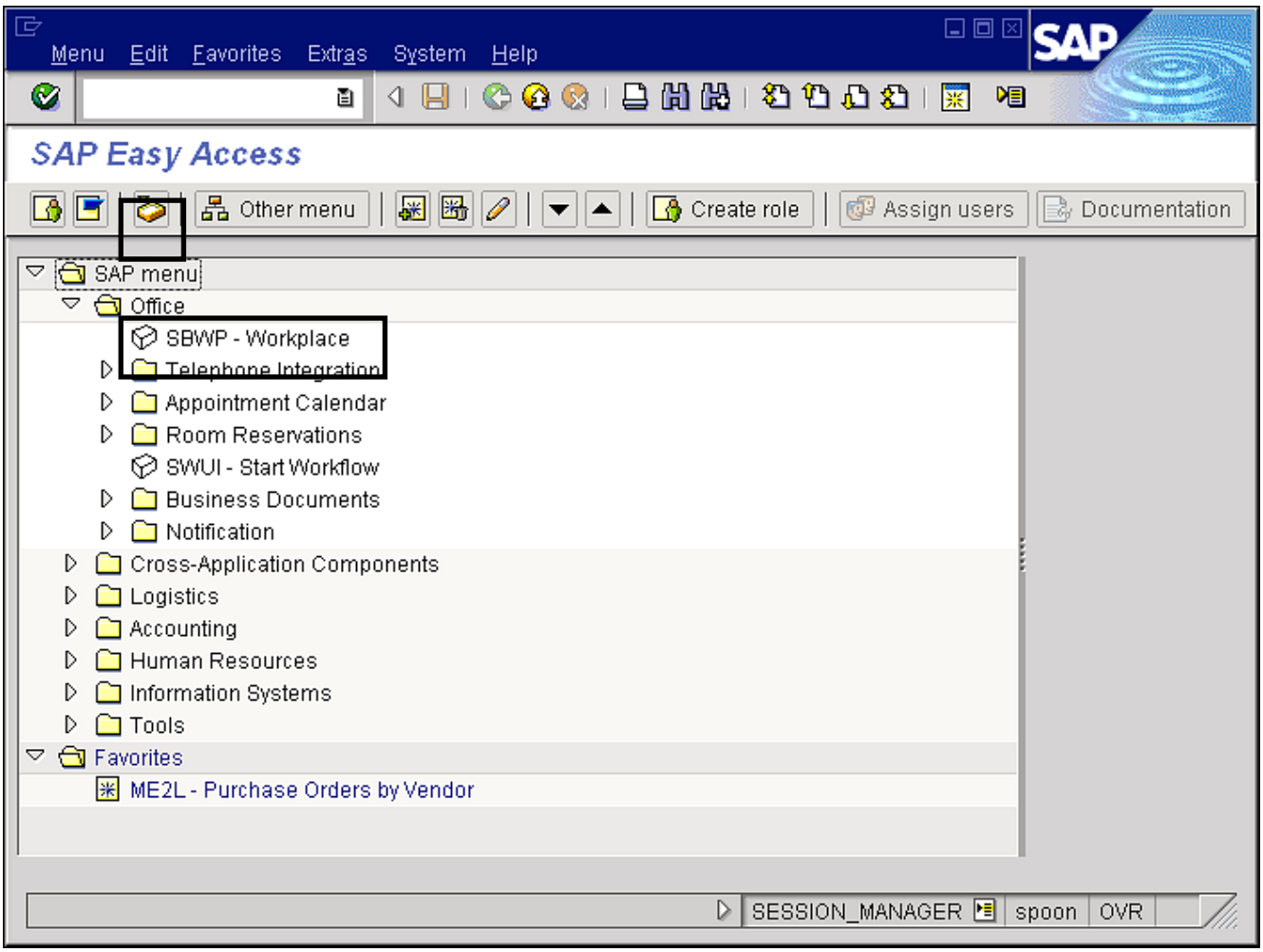


7) Final screen displays substitution just created

- James Allen can now invoke substitution in SAP to process JWB23 workflows
- Icons at the bottom of the screen permit you to (first select the substitute user name by clicking on it!)
  - Green check mark – continue
  - Create substitute – create additional substitutes
  - Delimit – change the validity dates the substitute is active
  - Delete – delete the substitute
  - Choose – view and change the substitute validity date, or make active all the time

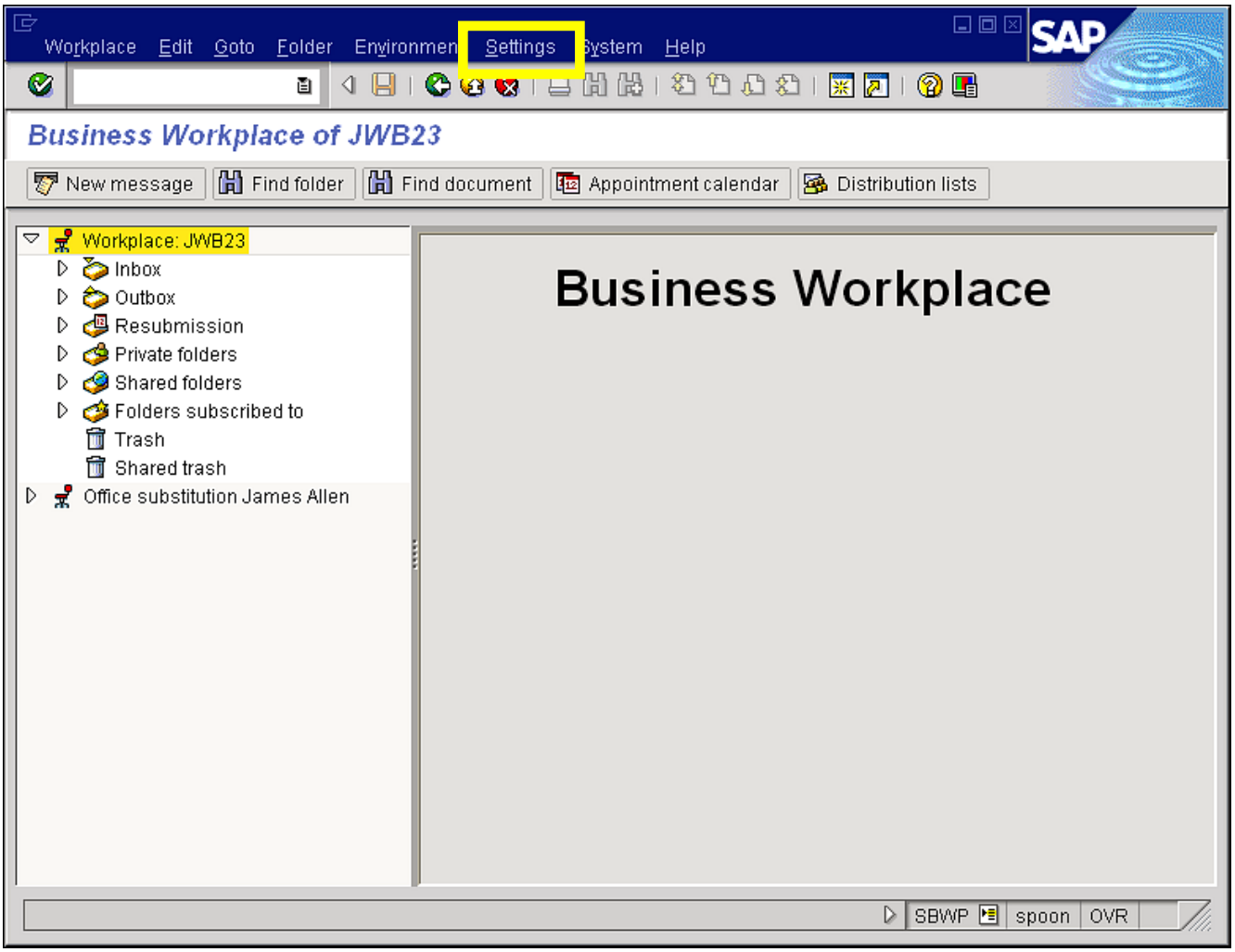
Invoking Substitution

Return



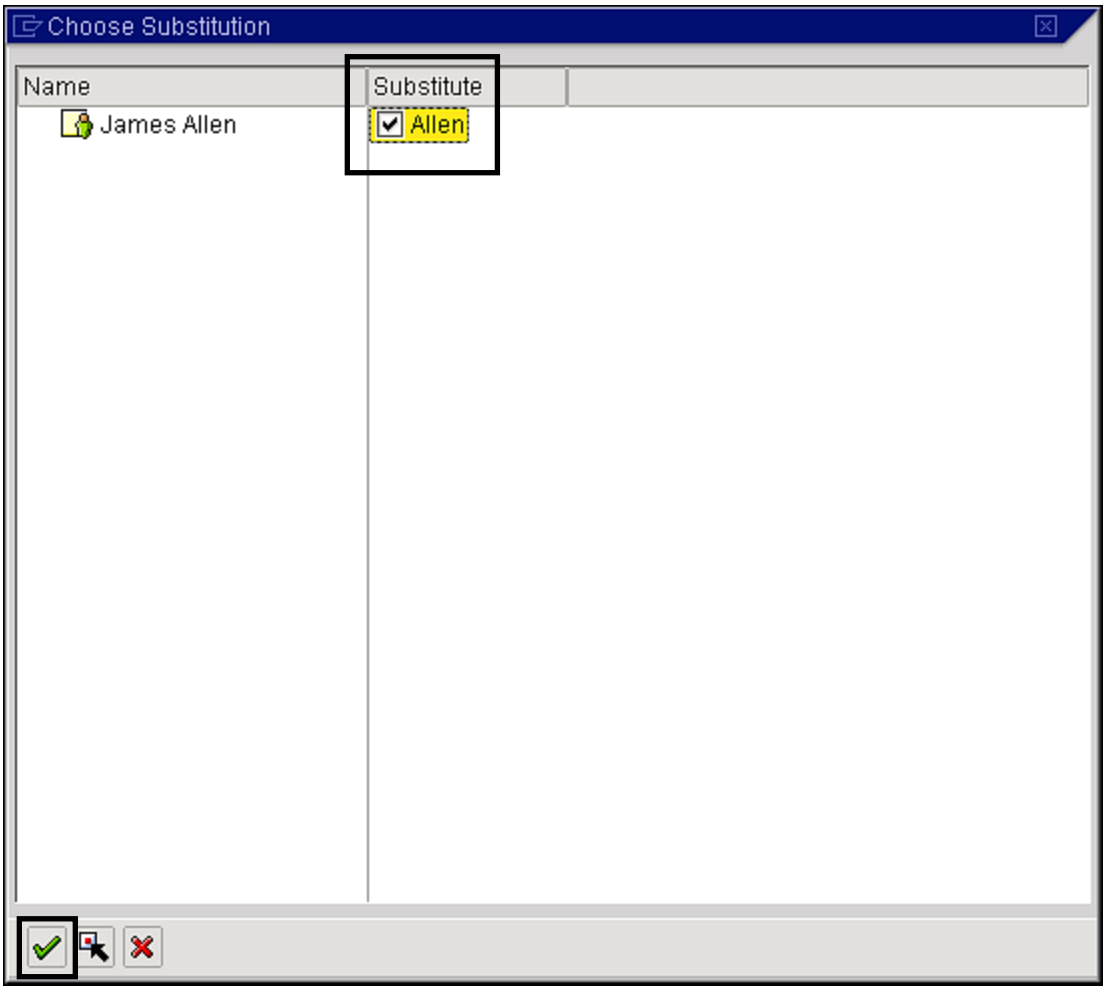
1) Navigate on the SAP menu on the left side of screen: SAP Menu, office, workplace, or

    - Click on the Icon on the icon bar



2) Adopt substitution to process another's workflows

   - In SAP Business Workplace, use menu path, Settings, workflow settings, adopt substitution



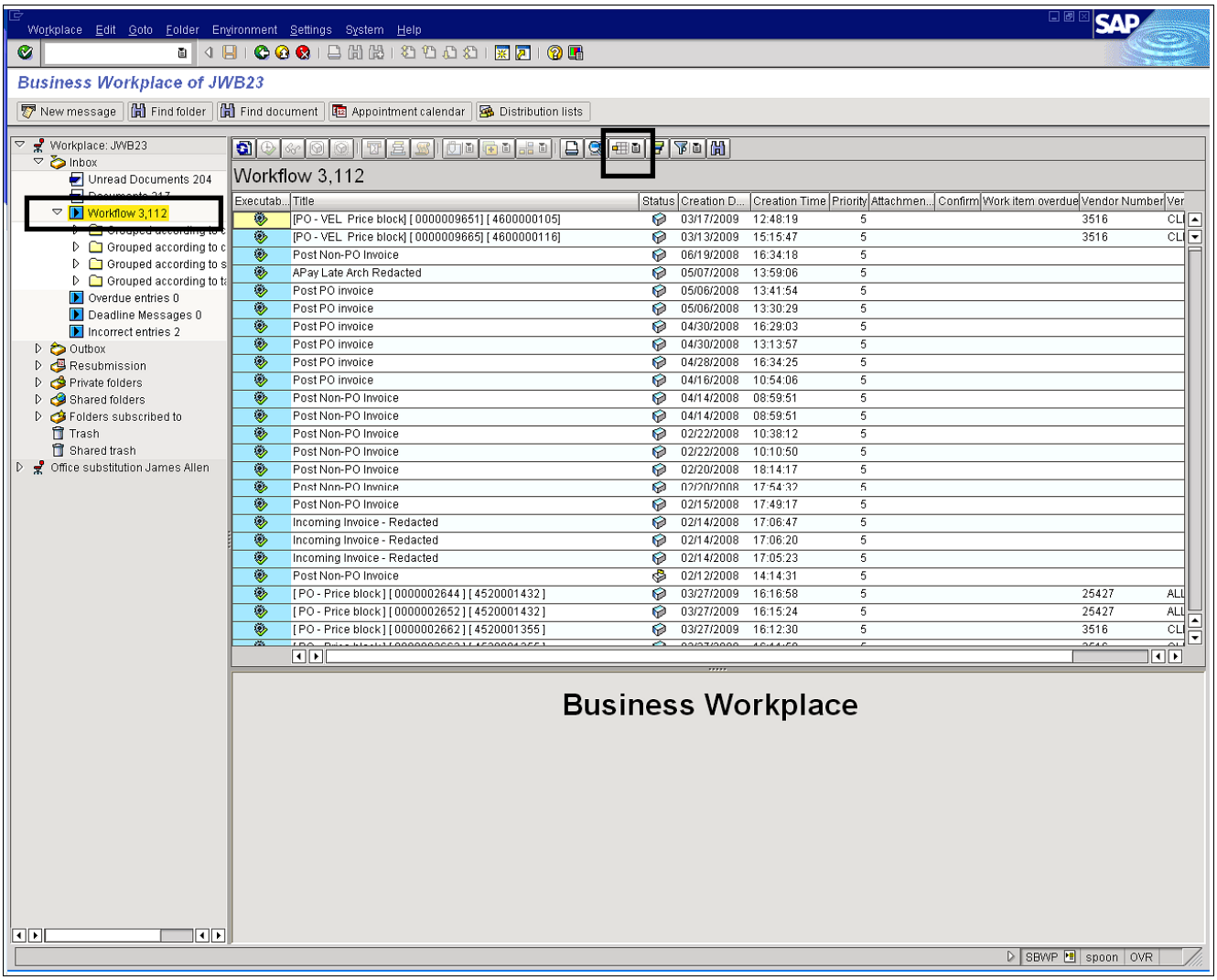
3) Choose substitution

- Select the user whose workflows you want to process by placing clicking in the checkbox next to the name
- Click on the Continue icon at the bottom of the window
- Your SAP workflow inbox will now display the workflows from the Approver's SAP workflow inbox

Change Workflow Display Variant to See Workflow Owner

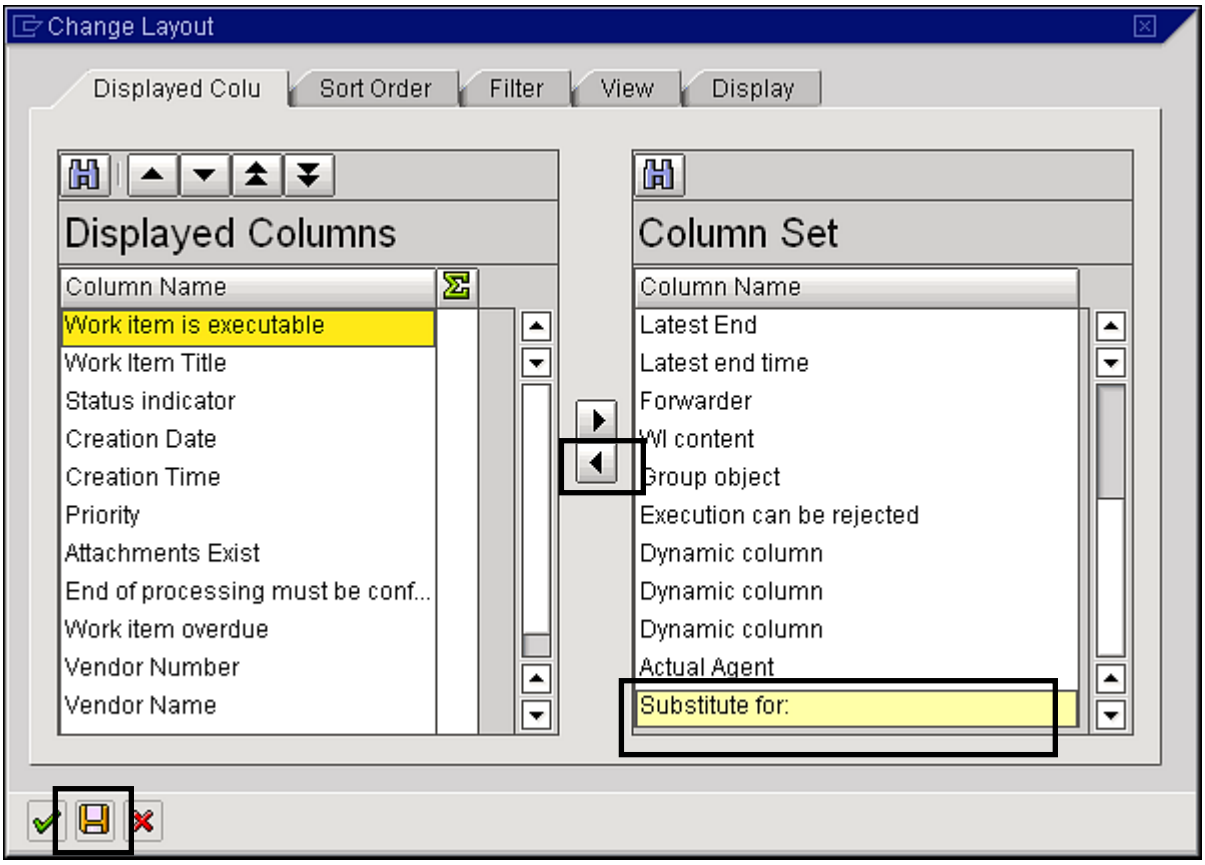
Return

This enables you to see which workflows are in your inbox as a result of invoking substitution (processing workflows for another user). This is a one-time setup.



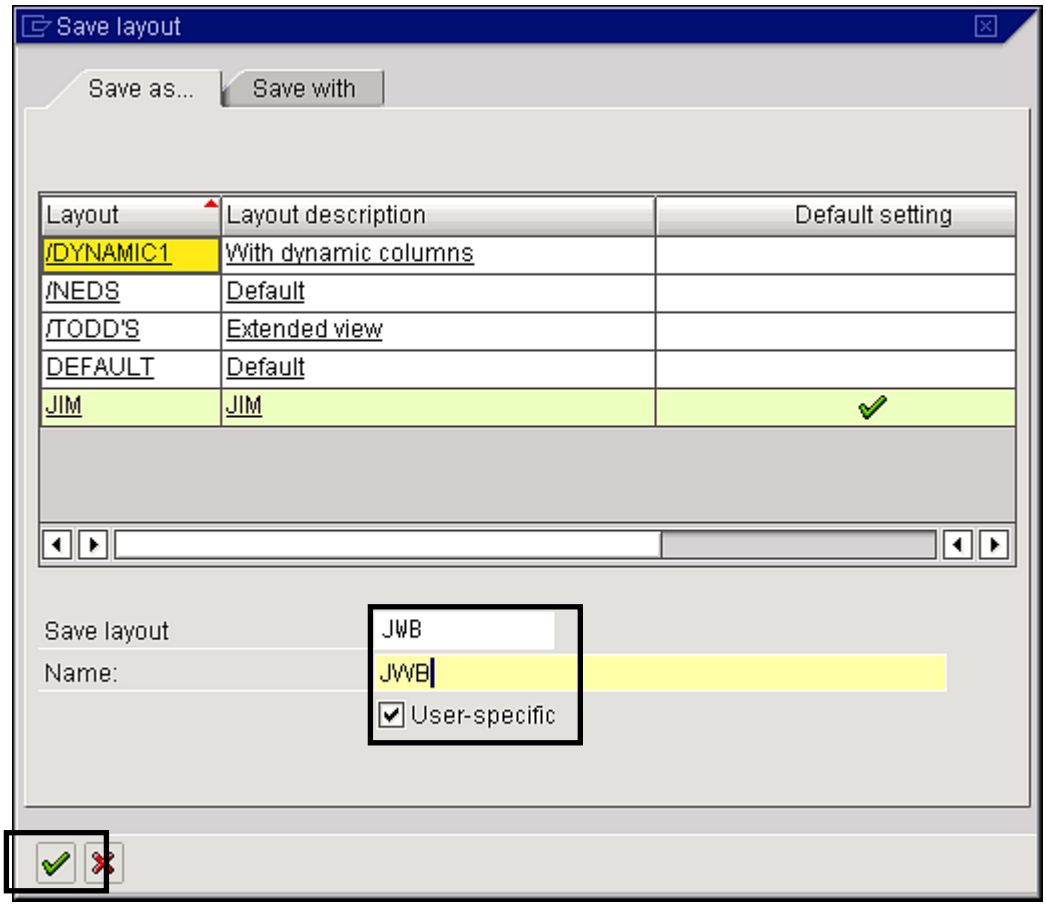
1) Change variant to add column

   - Ensure you have selected Workflow in the left navigation pane
   - Click on the rightmost side of icon, Choose Layout, and select Change Layout



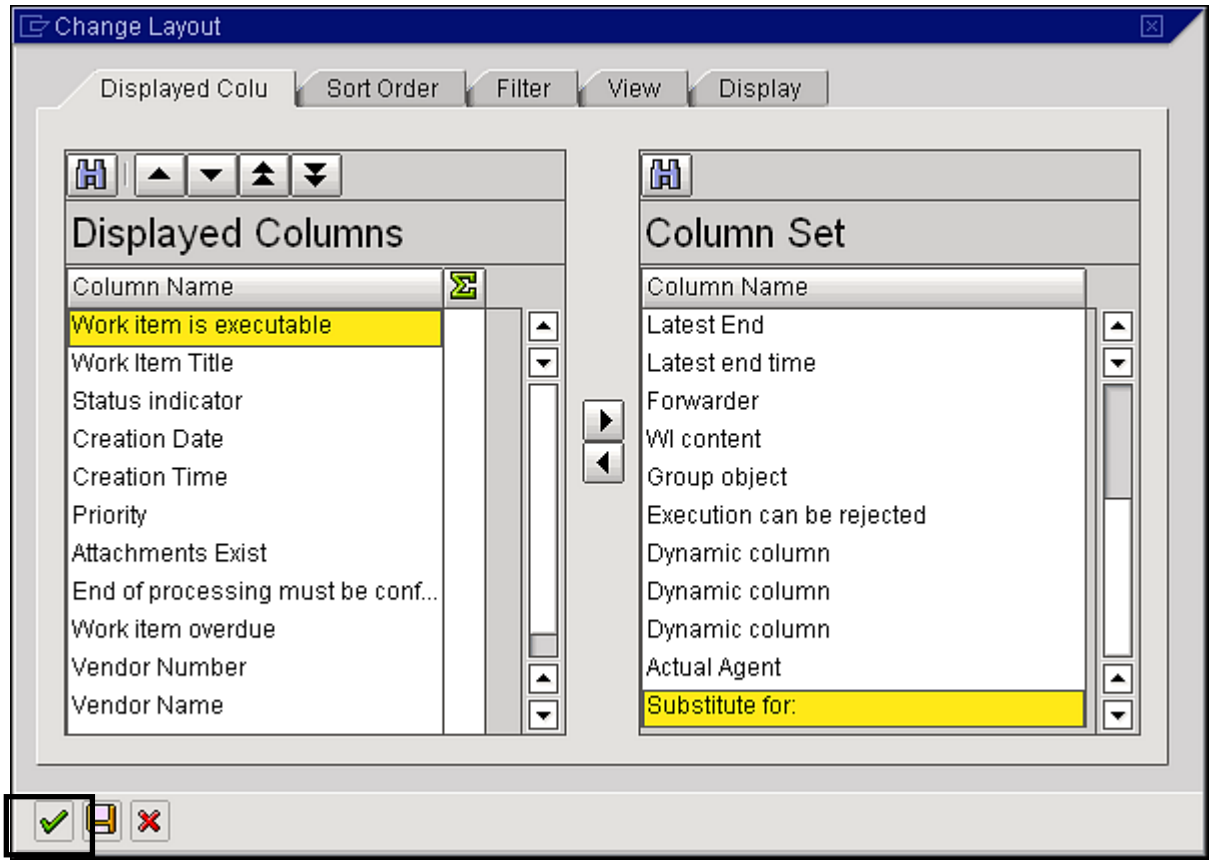
2) Add column

- Select Substitute for in right pane
- Click on button to move to left pane
- Click on Save button
- Additional field has been added to your display variant

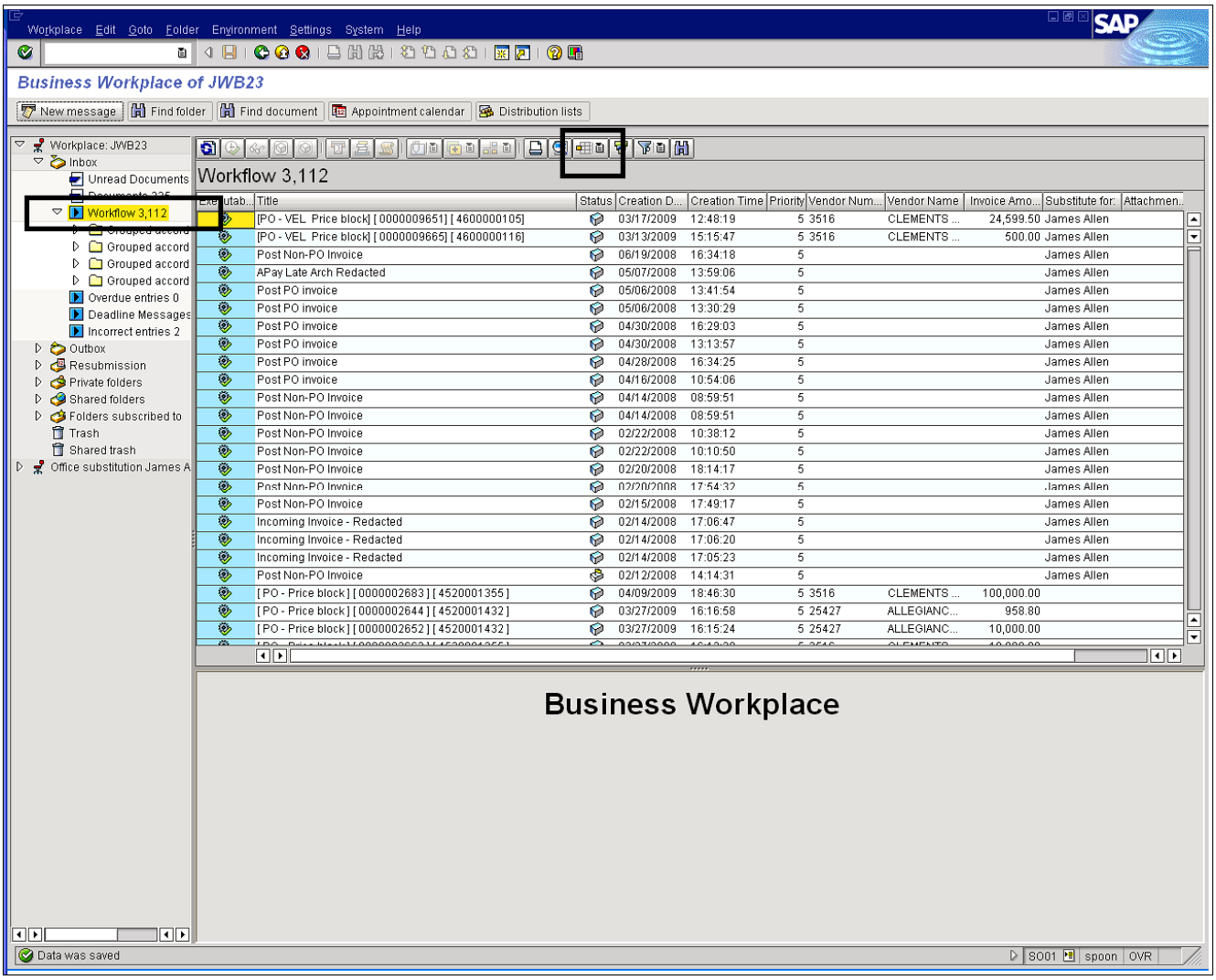


3) Provide variant name

- Complete both fields; Save Layout (short name) and Name
- Click in User-specific checkbox
- Click on Green check mark, and your layout is saved

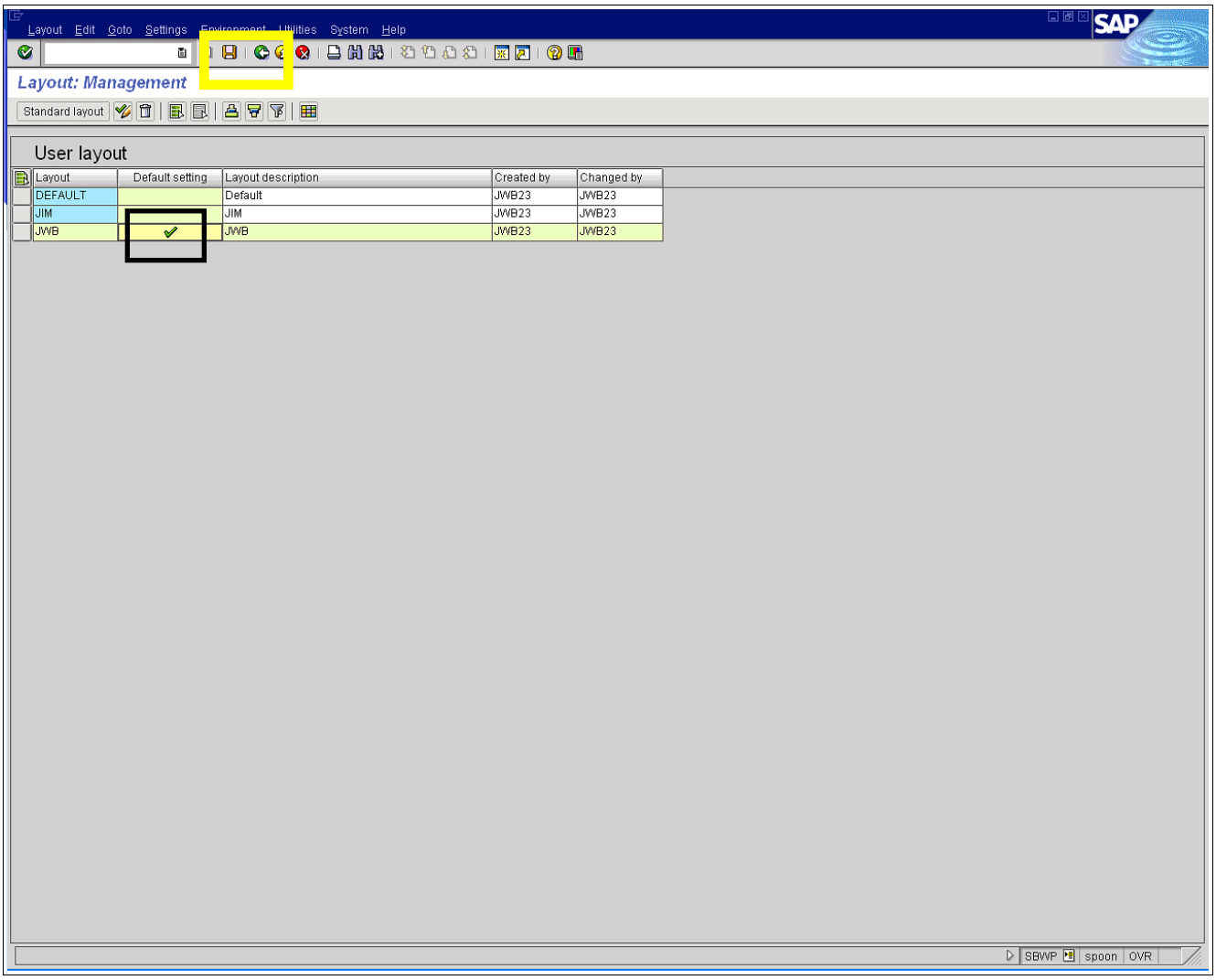


4) Click on Green check mark to continue



5) Set variant as default display layout for you

- Ensure you have selected Workflow in the left navigation pane
- Click on the rightmost side of icon, Choose Layout, and select Manage Layouts



6) Set new variant as default

- Click in the Default Setting box next to your new variant to select as your default display setting
- Click on the Save icon to save changes
- Click on Green arrow to return to your inbox

To end substitution, navigate the SAP menu at the top of screen: Settings, workflow settings, end substitution

Return

Appendix D - Workflow Routing Overview

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Purchase order related invoices with these problems will be routed to users via SAP workflow:

- Item on invoice not included on purchase order
- Quantity differences causing a payment block
- Price differences on framework orders (blanket or standing orders) causing a value exceeds limit (VEL) payment block

The process of determining where the workflow will route follows a five step conditional path. When any condition is met, the search ends, and the workflow will route to that person.

1. Purchase group
    - This may be useful for routing items such as quantity difference price block workflows where there is central receiving
2. Departmental Accounts Payable representative or gatekeeper, before we look to see if there is an electronic requisition for a purchase order
    - Useful when we do not want the item to route to the creator of the electronic requisition
3. Creator of the electronic requisition
    - If the purchase order was created from an electronic requisition, the workflow will route to the creator of the electronic requisition
4. Departmental Accounts Payable representative or gatekeeper, after we look to see if there is an electronic requisition for a purchase order
    - This provides departments with a method to route to a requisitioner, when one exists
5. Accounts Payable representative
    - If routing cannot be determined in the previous four steps, the workflow will route to Accounts Payable

Purchase order related invoices with these problems will be routed to users via SAP workflow:

- Standard Purchase Order Price Difference Payment Block

The process of determining where the workflow will route follows a three step conditional path. When any condition is met, the search ends, and the workflow will route to that person.

1. Purchase order creator
2. Defined agent for purchase orders created by SAP background processes
3. Defined agent for any exception not handled by the first two rules