WORK CYCLE

PROCESS DIRECTOR Web Application User Guide

Version: 7.2

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Lexmark™

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Introduction

Welcome

Welcome to the *ReadSoft WORK CYCLE 7.2 – PROCESS DIRECTOR Web Application User Guide*.

WORK CYCLE is PROCESS DIRECTOR's easy-to-use workflow application that allows you to approve documents sent to you. SAP users can perform these tasks inside the SAP environment. For non-SAP users, a Web Application is available.

This document explains how to approve and reject documents, as well as some other features like uploading attachments and sending queries.

About this guide

This guide describes how to edit and approve documents in WORK CYCLE, the workflow component for PROCESS DIRECTOR Accounts Payable.

Depending on whether you are an SAP user or not, you can access WORK CYCLE in the SAP GUI or via a Web Application.

Note: The appearance and available settings of your system may differ from those shown in this guide.

The guide contains the following sections:

SAP GUI

Web Application

Typographical conventions

The following typographical conventions are used:

- Menu names, commands, and dialog names appear in **bold**.
- Names of keys on your keyboard appear in SMALL CAPITAL LETTERS.
- Names of files, folders, and settings appear in `Courier` font.
- SAP transaction codes and program names appear in `ARIAL MONOSPACE`.
- Variables that have to be replaced by an actual value are *italicized* or appear in <>.

SAP GUI

Getting started

Overview

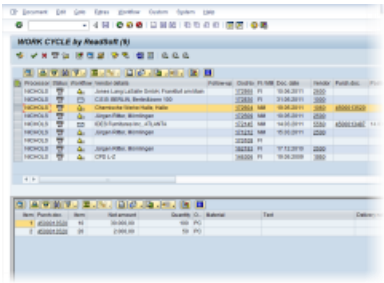
This section explains how to start and logon to WORK CYCLE and navigate its main screens.

- Starting WORK CYCLE
- Worklist
- Document detail
- Document statuses
- Workflow statuses
- Viewing invoice information
- User settings

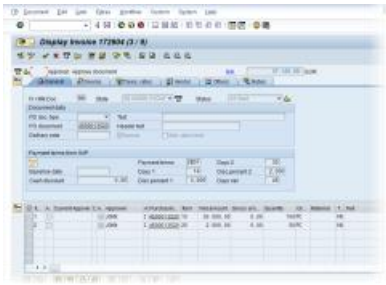
Starting WORK CYCLE

As an SAP user, you can access WORK CYCLE via the SAP GUI or a web browser.

To start WORK CYCLE in the SAP GUI and view all documents you have to approve, go to `/COCKPIT/WC`.

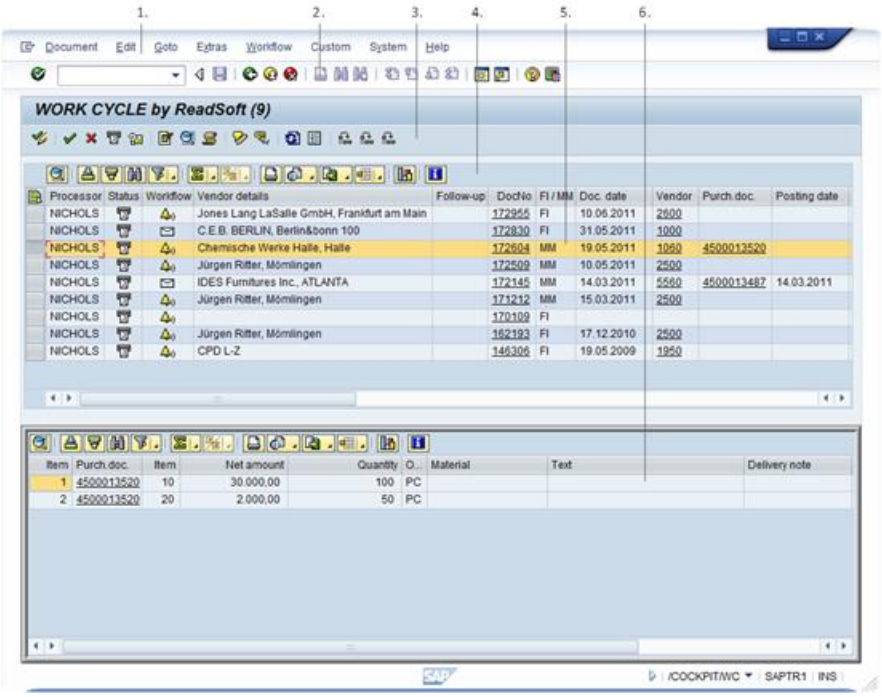


Document list



Document detail

Worklist (SAP GUI)



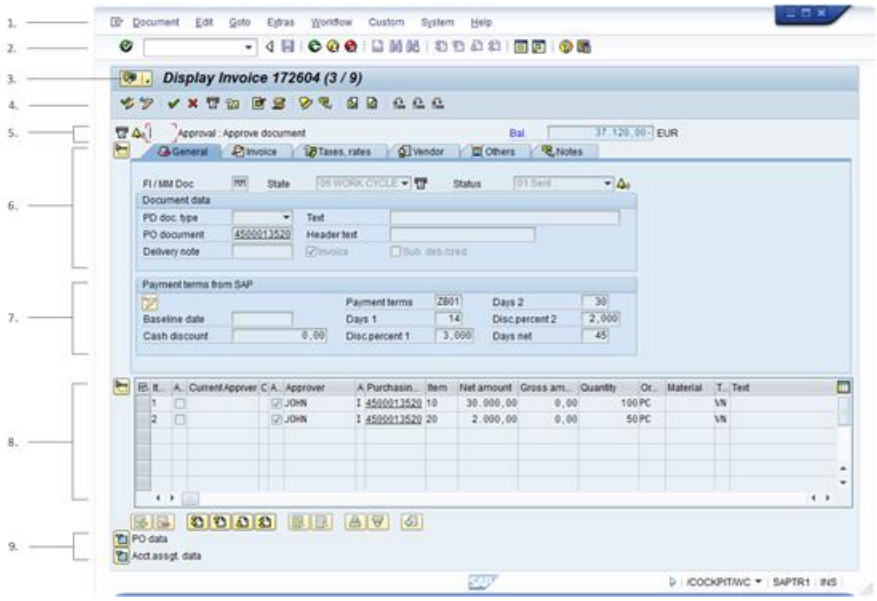
1. WORK CYCLE menu toolbar.
2. SAP system toolbar.
3. WORK CYCLE toolbar.

4. SAP list toolbar.

5. Document list, showing selected header data.

6. Item data for the selected document.

Document detail (SAP GUI)



1. WORK CYCLE menu toolbar.

2. SAP system toolbar.

3. SAP Services for object menu.

4. WORK CYCLE toolbar.

5. Document status | Workflow status | Workflow step title | Document balance.

6. Header data, with multiple tabs.

7. Payments terms.

8. Line items.

9. Purchase order lines and account assignment data (for FI items) (click to expand the nodes).

Document statuses

Icon	Status	Description
	Unposted/error-free	The document does not contain any errors that prevent it from being posted.
	Errors	The document contains errors that prevent it from being posted.
	Posted	The document has been posted.
	Parked	The document has been parked.
	Rejected	The document has been rejected.
	Unposted/In workflow	The document has not been posted and is currently in a workflow.
	Posted/In workflow	The document has been posted and is currently in a workflow.
	Completed collective invoice	A collective invoice that has been completed. A collective invoice is an invoice that lists one or more individual invoices. Its status changes to **Completed** once all containing invoices have been posted.
	Incompleted collective invoice	A collective invoice that contains one or more invoices which have not been posted.
	Fast entry	A Fast entry document—an invoice image imported along with a minimal amount of header information.

Workflow statuses

Icon	Status	Description
	Sent	The document has been sent to a workflow but the recipient(s) has not yet opened the document. This status is applied to all workflow steps. For example, when the first step has been approved, the **Sent** status is displayed when the recipient of the second step has not yet opened the document.
	In workflow	The document is currently in a workflow and the recipient(s) has opened the document. This status is applied to all workflow steps. For example, when the first step has been approved, the **In workflow** status is displayed when the recipient of the second step has also opened the document.
	Released	The document has been approved and is no longer in a workflow.
	Rejected	The document has been rejected and is no longer in a workflow.
	Partially approved	Some invoice items have been approved, others have been rejected.
	Retracted	The document has been recalled from a workflow. The workflow has been cancelled.
	Note requested	The document is in a workflow and a note must be attached to the document (but has not yet).
	Notated	The document is in a workflow and a note has been attached to the document.
	Overdue workflow	The workflow or workflow step is overdue.

Icon	Status	Description
	Query sent	A query has been sent to another user.
	Query answered	A query has been answered.

User settings (SAP GUI)

Extras > **User settings**

Setting	Description
Show all messages immediately in log	Displays individual messages when viewing log messages for a document. This allows you to access the required detailed information more quickly.
Jump to next doc. automatically when processing complete	After a document is posted in the detail view the next document to be edited is displayed immediately. This speeds up the processing of multiple documents as it allows you to bypass the overview list.
Exit detail screen when processing complete	After you have successfully processed a document in the detail view, the detail view closes and you return to the worklist. If any messages are shown after you have processed the document, you return to the worklist after you have closed the message log.
overview list without items	Displays the worklist without line items.
Process WC entries	Determines whether approved and rejected documents are removed from your worklist, or whether they are highlighted in the selected color. However, all approved and rejected items are removed when you refresh the list or restart WORK CYCLE.
Immediately display image if in the detail screen	Displays the document image when viewing documents.

Setting	Description
Dock control	The position of the image when displayed. • 0 – No docking • 1 – Dock left • 2 – Dock right **Note**: Image docking is not supported on ITS/WEBGUI.
Don't display balance and status information	Hides documents balance amounts and statuses.
Create several lines at once in detail screen	When you click the **Insert line** button to add new items to a document, several lines are added at once rather than just one line. You should activate this setting only if you require several lines very frequently and it would take too long to insert the lines individually.
Present Idoc as XML	Displays IDocs in XML format.

Viewing invoice information

Overview

In addition to the header and line-item fields in a document, WORK CYCLE also displays other information, including data from SAP (such as the vendor data). This allows you to view this information quickly without having to open a new window and enter transaction codes.

You can view:

- Invoice images
- Purchase orders
- Purchase order history
- Vendor details
- SAP document (posted documents only)
- Workflow status

Invoice image

Extras > **Display image**

SHIFT + F1

Click the button.

The invoice image is the one that was scanned and imported to WORK CYCLE.

You can change where the invoice is displayed in the User settings.

Purchase orders

Go to > **Display purchase order**

SHIFT + F8

1. In the document detail view, click the **General** tab.
2. Click the PO data icon to view the line item information from the purchase order.
   The data is gotten from SAP and cannot be changed in WORK CYCLE.
3. Navigate to **Go to** > **Display purchase order**.
   You jump to `/ME23N`, where you can view the full purchase order record.

Purchase order history

You can view the purchase order history from within PROCESS DIRECTOR , without needing to jump to `/ME23N`.

1. In the document detail view, click the **General** tab.
2. Click the PO data icon to view the line item information from the purchase order.
   The data is gotten from SAP and cannot be changed in WORK CYCLE.
3. Click the button for the item.
   The purchase order history for that item is displayed in a popup window.

Vendor details

Go to > **Display vendor**

SHIFT + F7

1. In the document detail view, click the **Vendor** tab.
   Some basic vendor information is displayed. The data is gotten from SAP and cannot be changed in WORK CYCLE.
2. Click the button.
   You jump to `/FK03`, where you can view the full vendor master record.

SAP documents (posted documents only)

Go to > **Show SAP document**

CTRL + F2

In the document detail view, click the **Invoice** tab and double-click the number in **Document number**. You jump to the corresponding transaction in SAP for viewing that document.

When a document is posted, an SAP document is created and the number added to the PROCESS DIRECTOR **Document number** field.

Viewing the workflow status

Basic information about workflows are contained in the workflow status. This includes things like when the workflow was started, the due date, who has approved the document, and who the next processors are.

To view the workflow status:

1. Highlight a document in the document worklist or open a document.
2. Click/double-click the Workflow status icon or go to **Workflows** > **Display status**.

Editing documents

Overview

This section explains the most common editing tasks and how to approve and reject documents:

- The basics of taking over processing of a document, opening a document for editing, and saving documents.
- Viewing the message logs and previous versions of a document.
- Changing account assignments
- Calculating taxes
- Changing the payment terms
- Proposing line items from the purchase order
- Classifying documents using PROCESS DIRECTOR document types
- Attaching files
- Creating notes
- Viewing approved documents

The basics

Taking over processing

Document > **Take over processing**

F6

Click the button.

When you take over processing of a document, the document is assigned to you. It's an indication that you have opened the document. If other people have been sent the same document for approval, taking over processing may allow you to be the sole processor of the document and removing the document from their worklist(s).

Change mode

Document > **Display/Change**

CTRL + F1

Click the button.

To edit a document, you must first go into Change mode, like in SAP standard. If you have not already taken over processing of the document, you are assigned as the processor.

Note: You may not be able to edit all fields in the document.

Saving documents

CTRL + S

Click the button.

Saving a document saves the current state of a document. This allows you to work on the document over a period, saving the changes as you go, before finally approving the document.

Saving a document also creates a new document version, which is like a log of the changes performed on the document.

Locating errors

Message logs

Extras > **Display messages**

SHIFT + F6

Click the button.

Every action and change performed on a document is recorded. These are saved in message logs. The logs also include errors that the document contained.

Note: Message logs may not tell you what current errors exist in a document.

Note: If a value in a document is changed, the message logs tell you that something was changed, but not what. So see this information, view the document versions.

Document versions

Extras > **Display versions**

Extras > **Compare versions**

Whenever you change and save a document, a version is saved. You can view any previous version of a document, and also compare versions to see what is different between them. This allows you to see exactly what has changed, including what field values have beed modified.

Common actions

Changing account assignments

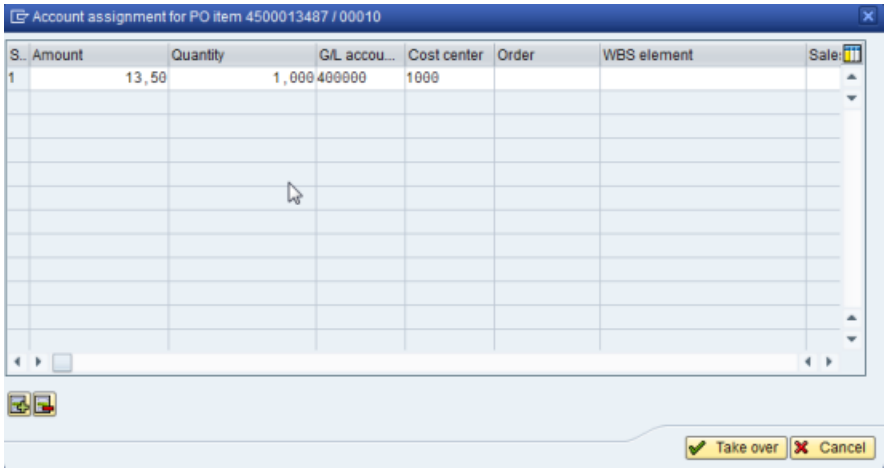
MM documents

MM documents may have PO items (shown in the **Item data** section) and non-PO items (shown in the **Account assignment data** section).

PO items

- To change account assignments for PO items, click the (Account assignment) button.
- To view the planned account assignments from the purchase order, click the (Planned account assignment) button.

Note: Changing the account assignments may not always be possible, depending on the restrictions set in the purchase order.



Editing accounts assignments for MM items. Costs for a single item can be split among different cost centers.

Non-PO items

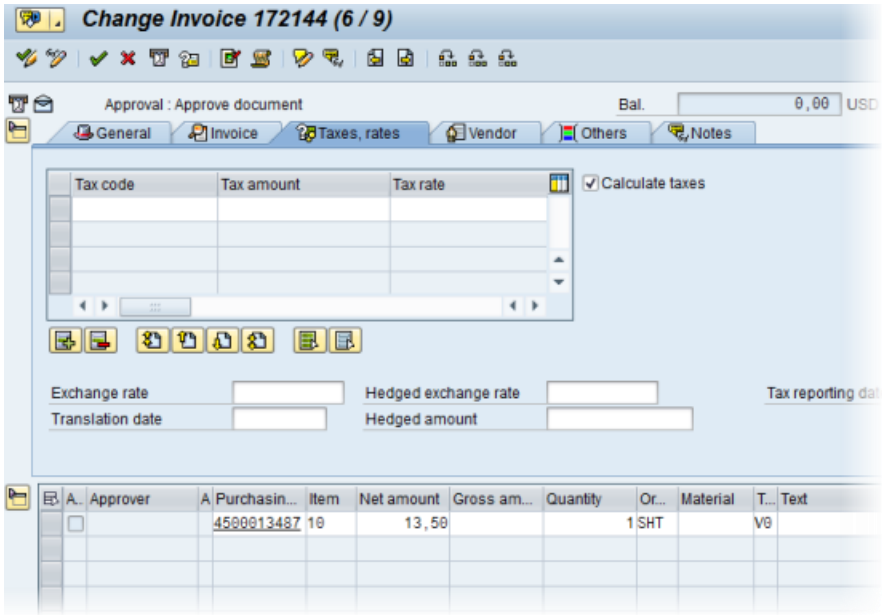
Non-PO items in MM documents can be changed in the **Account assignment data** section.

FI documents

Items in FI documents can be changed in the **Account assignment data** section.

Calculating taxes

WORK CYCLE has a **Calculate taxes** setting, which functions exactly the same way as in SAP standard, like in `/MIRO`. It is located on the **Taxes, rates** tab.



The example document above has no balance, even though there is no tax information entered in the header. However, the line item contains the **Net amount** (13,50) and the **Tax code** (V0). As the **Calculate taxes** setting is active, WORK CYCLE calculates the total taxes from the line item(s) automatically.

Changing the payment terms

The payment terms on an invoice are usually retrieved from the vendor master data in SAP. They are displayed on the **General** tab in the WORK CYCLE document detail view.

To change the payment terms:

1. Open a document and go to Change mode.
2. Click the Display/Change button in the **Payment terms from SAP** section (**General** tab).
3. Enter the payment terms.
   Click the button to display the payment terms from the vendor's master data.

Proposing line items from the PO

Overview

WORK CYCLE can add, or “propose,” line-item data from purchase order and/or delivery notes to documents. This feature reduces the amount of manual data entry needed for completing invoices before they can be posted.

WORK CYCLE uses the purchase order number and/or the delivery note number to retrieve line-item data from these documents and add them to the invoice. If the invoice contains both, the delivery note number takes precedence.

What line-item data is added to the invoice is also determined by the proposal method configured in your system.

Procedure

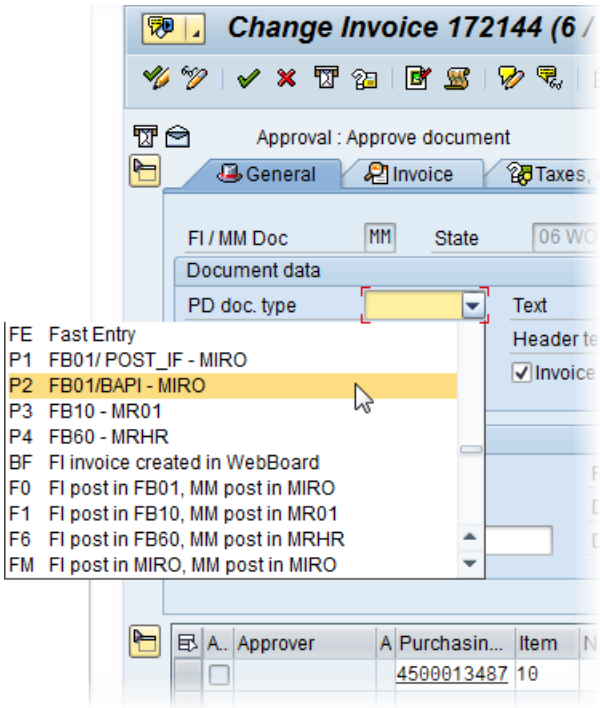
Click the (**Propose doc. item from PO**) button in the document detail view.

Warning! Any existing line-item data is deleted.

Document classification: PROCESS DIRECTOR document types

Your system may be configured to classify documents according to different PROCESS DIRECTOR (PD) document types. These are unrelated to SAP document types and allow different documents to be processed in different ways.

PD document types may be assigned automatically. You can also assign and change the **PD document type** on the **General** tab in document detail view.



Attaching files to documents (SAP GUI)

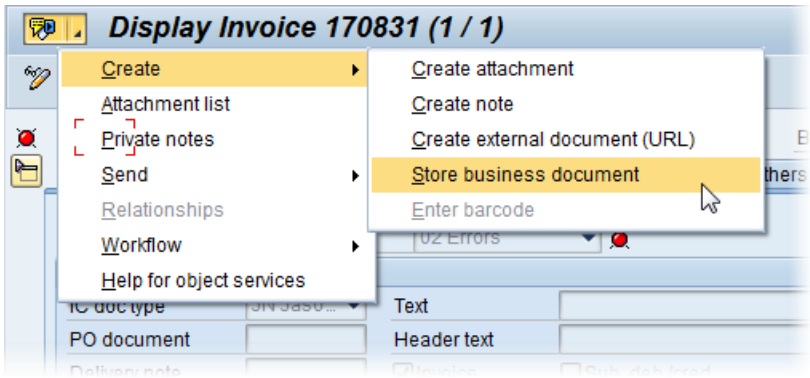
You can attach files to documents, which can be seen by other processors of the document in the workflow and also by the finance department.

Note: Your system must be configured to support file uploads.

Attaching files

1. Open a document.

2. Go to **Services for object** > **Create** > **Store business document**.
   Do not select **Create attachment**, as these attachments cannot viewed outside of WORK CYCLE and PROCESS DIRECTOR.



3. Select the type of file you want to upload.

4. Select the file.

Viewing files

1. Open a document.

2. Go to Services for object > Attachment list.

3. Select the file you want to open.

Creating and displaying notes (SAP GUI)

Workflow > **Notes** > **Create note**

CTRL + F6

Click the button.

Note: If you create a note for a document that is a part of a workflow bulk action, the note is added to all the documents within that bulk action; including those documents for which adding a note is not mandatory.

Workflow > **Notes** > **Display note**

CTRL + F7

Click the button.

Notes are a way to communicate between you and other processors of documents.

Notes are attached to documents and can be viewed by other recipients of the document and by staff in the Accounts Payable department.

Viewing approved documents (SAP GUI)

Workflow > **Display releases (History)**

You can view a list all documents that you have previously approved.

- Double-click a document to view it (the current version of the document is shown).
- Select **All edited documents** to show rejected documents as well.
- Specify your search criteria. Click the **Other selection fields** button to display more search fields.

Invoice reduction

Your system may be configured to allow invoice reduction for invoices with a price or quantity deviation between the purchase order and the invoice. In this case, follow-up flags are displayed at line item and header level and the **Create invoice reduction** button is available.

To reduce an invoice:

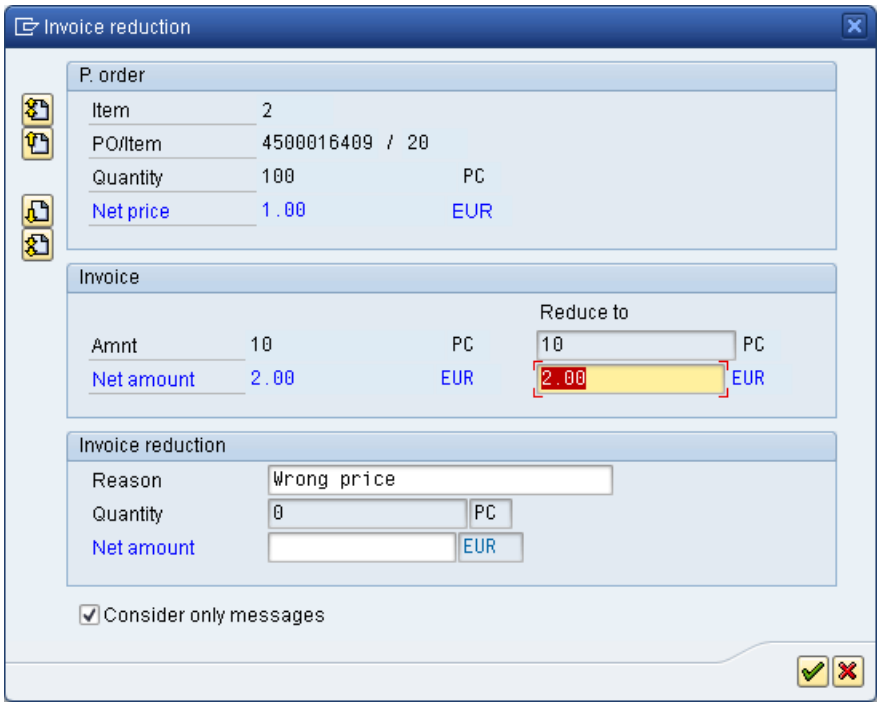
1. Click the (**Create invoice reduction**) button in the document detail view.

   The **Invoice reduction** popup opens, displaying the first invoice line item.

2. Use the paging buttons on the left to scroll through the invoice items. Select the **Consider only messages** check box to display only line items with deviations.

   Note: Currently invoice reduction does not support limit and service items. If the **Consider only messages** check box is not checked, such items will be displayed, but cannot be edited.

   The purchase order details are displayed at the top of the popup, and the invoice deviation (**Amnt**, **Net amount**, or both) is highlighted.

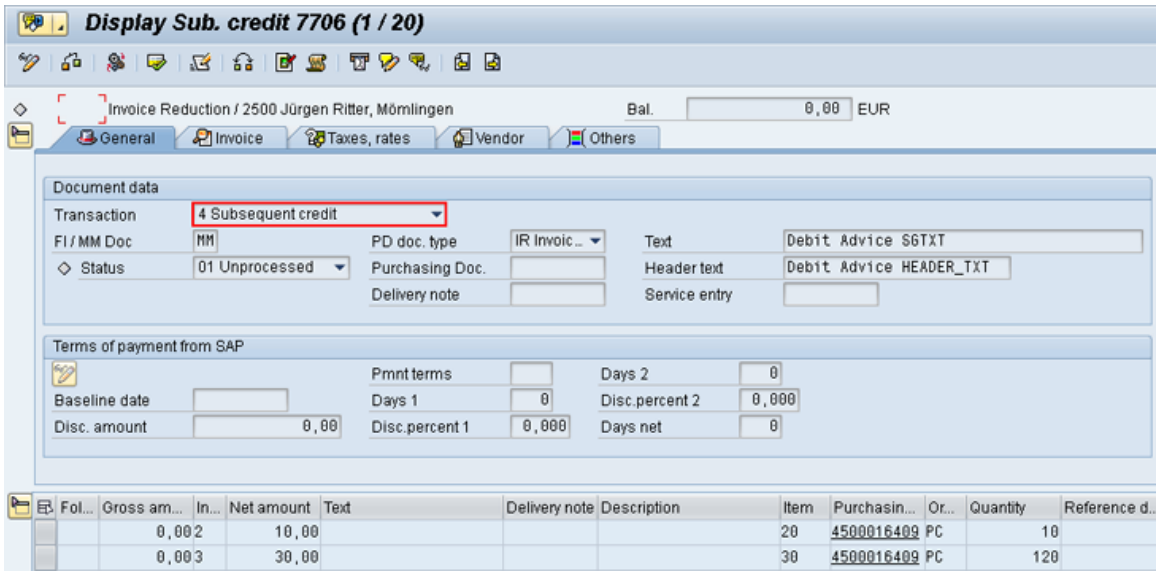


3. To reduce the invoice, enter the reduction amount for the item in the highlighted field, select a reason and press ENTER.

   The system calculates the total quantity or net amount reduction and enters it in the corresponding field (**Quantity** or **Net amount**).

4. Click and approve the document.

On workflow approval, PROCESS DIRECTOR debit advice documents are created for the reduced amounts/quantities. Debit advice documents for quantity deviations have the transaction type **Credit memo**. Debit advice documents for price deviations have the transaction type **Subsequent credit**.



Once the original invoice has been posted, the debit advice documents can be posted. On posting, PROCESS DIRECTOR creates a PDF document containing the debit advice details and attaches this to the debit advice document. This PDF can be archived and printed or sent to the supplier by email (depending on the configuration).

Approving documents

Overview

This section explains how to perform the following actions:

- Approving documents
- Approving line items
- Rejecting documents
- Forwarding documents
- Sending queries
- Replying to queries

Approving documents (SAP GUI)

Workflow > **Approval**

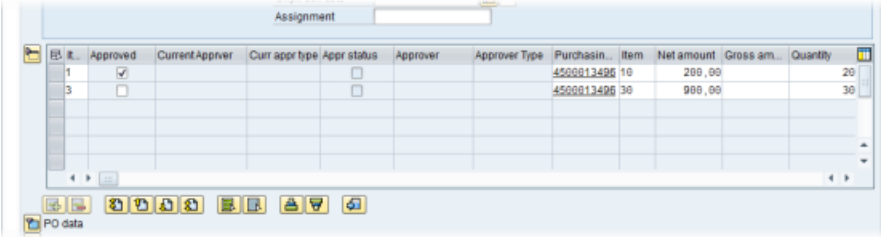
CTRL + F12

Click the ✔ button.

You approve a document after you have viewed and worked on it and are satisfied with the document's contents. The Approve action may not necessarily mean the document is approved—it really means the document is *released*. Depending on the workflow, it could mean only that other processors may have to approve the document as well.

Approving line items (SAP GUI)

Some workflows require you to approve not just the entire document, but individual items on it.



This invoice actually has three items, but item 2/20 does not appear because it has been assigned to or already approved or rejected by someone else.

*To **approve** line items:* Tick the **Approved** box for the item.

*To **not approve** line items:* Do not tick the **Approved** box.

Then click the document ✔ Approve button. This will confirm and save the items you have approved and those you have not.

Warning: Do not press the ✖ Reject button. This rejects the entire document, and items that you have approved or not approved are not saved.

Rejecting documents (SAP GUI)

Workflow > **Reject**

CTRL + F11

Click the ✖ button.

You reject a document if you are not satisfied with the document's contents, for whatever reason. Rejecting a document will usually cancel the workflow and send the document back to your Accounts Payable department.

Forwarding documents (SAP GUI)

Workflow > **Forward**

CTRL + F3

Click the button.

You can forward documents to another user in those cases when you cannot or should not approve a document. After you forward a document, you are no longer responsible for processing the document and it no longer appears in your document worklist.

If you should still process the document but just have a question, you can also send a query.

Sending queries (SAP GUI)

Workflow > **Queries**

CTRL + SHIFT + F7

Click the button.

You can send queries to other users in those cases when you have questions about the document or how to process it. It is an internal method of communication built into WORK CYCLE.

After you click the button, you can specify the recipient(s) and enter your message to him/her using the email text box.

The recipient of your query can view the document and respond to it using a note.

Replying to queries (SAP GUI)

Workflow > **Approval/Reply**

CTRL + F12

Click the button.

Before you click the button, create a note containing your reply to the query. The sender will be able to see your response by opening the note.

Substitutions

Overview

You can create and manage substitutes to process your documents while you are on vacation, or for any other reason you want another person to see and possibly approve your documents.

- Creating substitutes
- Adopting documents as a substitute

Creating substitutes (SAP GUI)

The procedure for creating and maintaining substitutes in WORK CYCLE is the same as SAP standard.

1. Go to Workflow > Maintain substitute.
2. Click the Create substitute button.
3. Select a user.
4. Enter the dates the substitution is valid for.
5. Optional: Specify a **Profile** (can be used to restrict which documents the substitute can view and edit).

6. Select **Substitution active** to make your documents appear in your substitutes worklist automatically. If it is inactive, your documents do not appear in their worklist. Instead, the substitute must take the extra steps of viewing your worklist and "adopting" selected documents.

Adopting documents as a substitute (SAP GUI)

If you are a substitute for another user, you will be one of two types:

- Active
  Your worklist contains the documents of the other user. You can view, edit, and approve them as normal.

- Passive
  The other person's documents do not appear in your worklist. To view their worklist and to "adopt" (take over) a document:

  a. Go to **Workflow** > **Adopt substitution**.

  b. Select the user whose worklist you wish to view.

  c. To view a document, click the **Document number**.

  d. To adopt a document and take over the processing, select a document and click the Take over button.

Appendix A: Quick reference

Application Toolbar icons

The following buttons are available on the Application Toolbar.

Icon	Description
	Take over processing
	Edit a document
	Approve a document
	Reject a document
	Forward a document

Icon	Description
	Send a query
	View document attachments
	Show/hide messages
	Display the document details (editing is not possible)
	Create a note
	Display a note
	Go to the previous document
	Go to the next document
	Refresh the Worklist to show the latest changes and updates
	Display the legend, which explains the meaning of the document and workflow status icons

Keyboard shortcuts

Shortcut	Description
F3	Return to the previous screen
F6	Take over processing
F7	Refresh the display to show the latest changes and updates

Shortcut	Description
F8	View the document detail
F12	Cancel the display
CTRL+F2	Display the SAP document
CTRL+F3	Forward a document
CTRL+F4	Display the legend, which explains the meaning of the document and workflow status icons
CTRL+F6	Create a note
CTRL+F7	Display a note
CTRL+F9	Go to the previous document
CTRL+F10	Go to the next document
CTRL+F11	Reject a document
CTRL+F12	Approve a document
SHIFT+F1	Display the image
SHIFT+F2	Display taxes
SHIFT+F3	Close WORK CYCLE
SHIFT+F6	Display messages

Shortcut	Description
SHIFT+F7	Display the vendor
SHIFT+F8	Display the PO
CTL+SHIFT+F7	Send a query

Web Application

Getting started

Overview

This section explains how to log on and start WORK CYCLE and navigate its main screens.

- Logging on to WORK CYCLE
- Worklist
- Selection screen
- Document list
- Document detail
- Using search help
- Using the calendar
- Workflow statuses
- Document statuses
- System messages
- User settings

Logging on to the WORK CYCLE Web Application

To log on to WORK CYCLE:

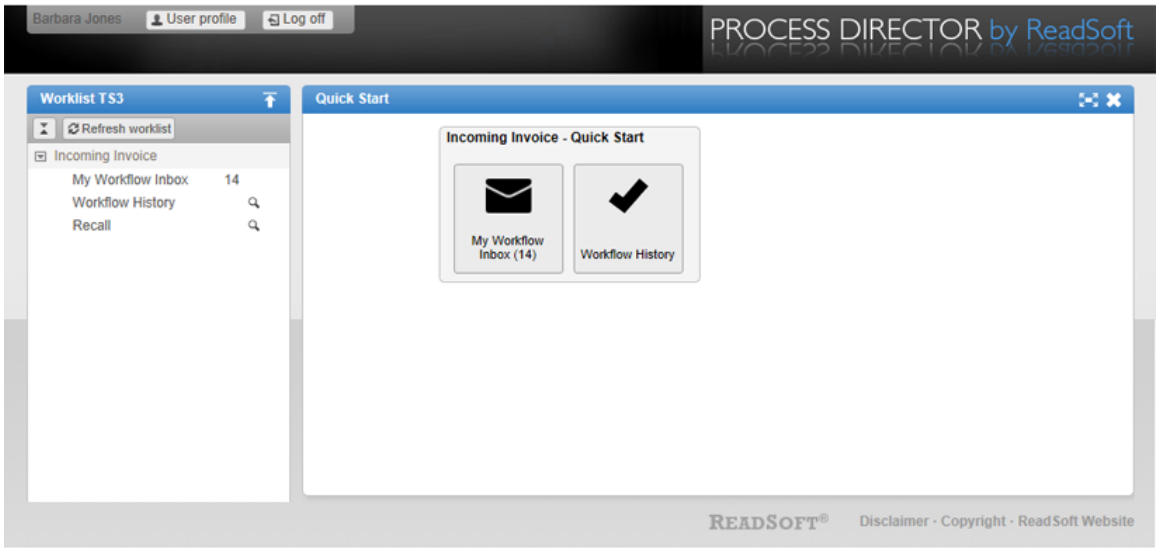
1. Open a web browser and go to the specified URL for your organization.

2. Enter your user name and password and click **Log on**.

   If you have a logon for the SAP GUI, you can use the same user name and password.

3. If your system has been configured to use more than one language, you can select the language of the user interface in the **Language** selection list. **Default** means that the standard PROCESS DIRECTOR language will be used, and **Browser** means that the language setting of your web browser will be used.

The PROCESS DIRECTOR WORK CYCLE start page is displayed.

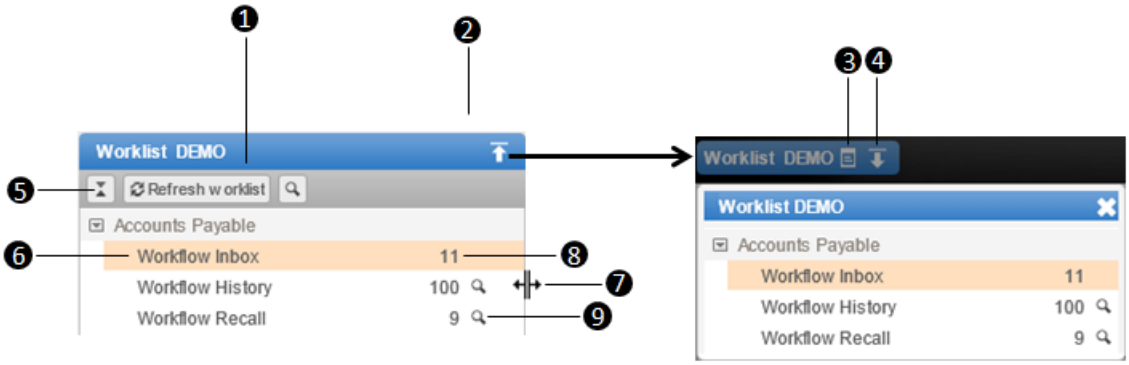


The start page displays the Worklist and a Quick Start menu, if this has been configured. The Quick Start menu provides rapid access to frequently used document lists and actions. Which options are available in this menu depends on your system configuration. If no Quick Start menu is provided, you must click a Worklist category to display and work with documents.

Worklist (Web App)

The Worklist is a navigation area that allows you to quickly access PROCESS DIRECTOR documents.

The Worklist for Accounts Payable documents has two categories: **My Workflow Inbox**, which displays documents that need processing, and **Workflow History**, which displays documents that have already been processed (see Viewing approved documents). If configured, there is also a **Recall** category, which allows you to recall the documents that you have already approved.



1 Refresh worklist.

This updates the Worklist, the document list and the document detail view with the latest changes. Note that changes to a document are not visible to others until the document is saved.

2 Hide the Worklist.

3 Display the Worklist in a floating window.

4 Display the Worklist.

5 Expand and collapse the Worklist categories to show or hide their subcategories.

6 Currently selected Worklist category.

7 Resize the Worklist.

Move the mouse pointer over the right hand edge of the Worklist area until the cursor changes into a double-sided arrow; then click and drag to the desired size.

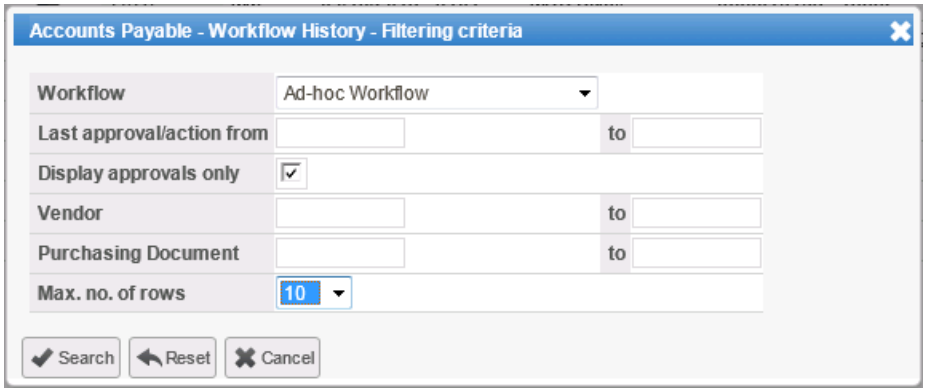
8 Number of documents displayed in the document list for this category.

9 Click 🔍 to open the selection screen to filter the document list.

Selection screen

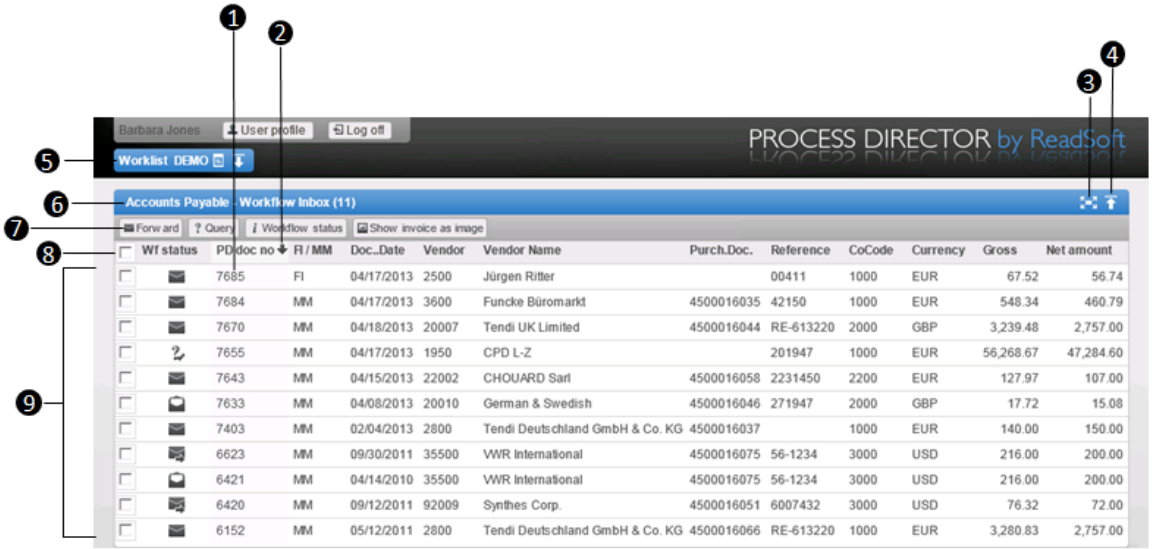
You can use the Worklist selection screen to filter the **Workflow History** and **Recall** categories to display only documents that meet specific criteria. The filter criteria that are available are set by your system administrator.

To open the selection screen, click the **Define selection criteria** icon 🔍 in the Worklist.



Document list

When you click a category in the Worklist, a list of all the documents in that category is displayed.



1 Click on a document to open the document details.

2 Icon indicating that the list is sorted on this column.

To sort the document list, click on a column heading once to sort in the ascending order, and click again on the heading to sort in the descending order. The icon indicates whether the list is sorted in the ascending ↑ or descending ↓ order.

3 Hide the Worklist.

4 Hide the document list.

5 Display the Worklist.

6 Title bar.

7 Actions bar.

8 Checkboxes for multiple document selection.

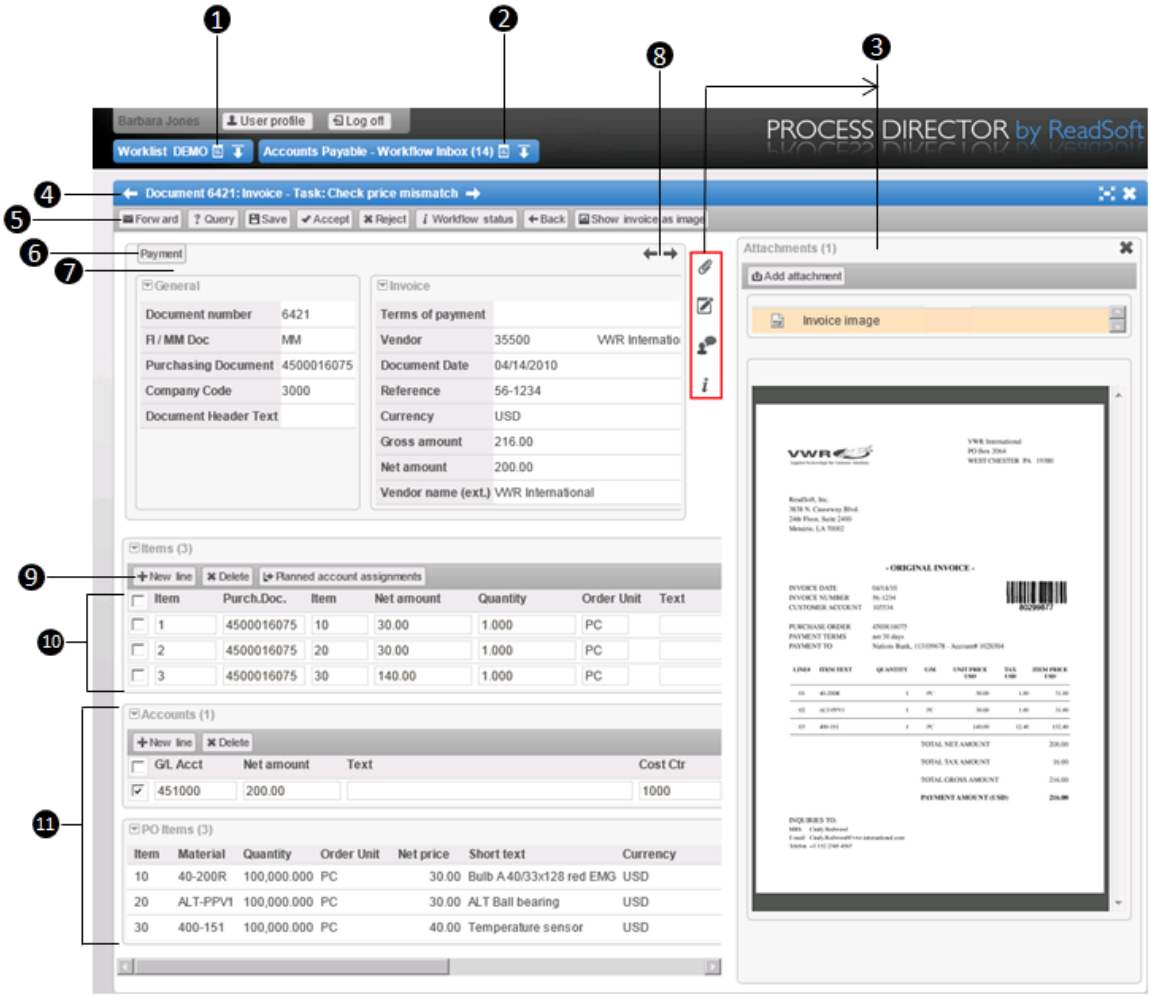
Select one or more documents, and then click the appropriate action on the Actions bar. Select the check box in the column heading to select all the documents.

Note: Some actions may not be possible for multiple documents.

9 PROCESS DIRECTOR documents.

Document detail (Web App)

The document detail view is where you create, edit and view document information. To open this view, click a document in the document list.



1 Display the Worklist.

2 Display the document list.

3 The **Additional information** area. What is displayed here depends on which button you click:

Attachments

Notes

Messages

Audit trail

4 Title bar with arrows for browsing to the previous/next documents.

5 Actions bar.

6 Hidden data panel. To hide a panel of data, click on the small arrow to the left of the data panel name. To display the panel again, click this button.

7 Header data, divided into data panels.

8 Arrows for browsing through the data panels.

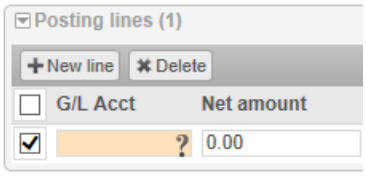
9 Line items Actions bar.

10 Line items.

11 Additional tables, such as **Accounts** or **Purchase order items**.

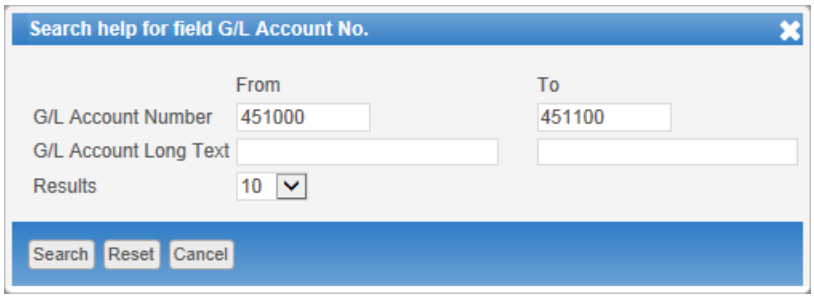
Using search help

Some fields have search help available to assist you in finding the right value. When you click in a field for which search help is available, the search help icon ? is displayed.

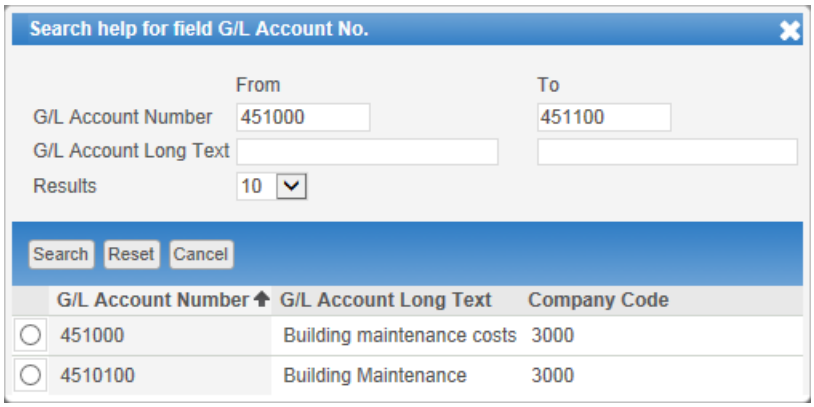


G/L Acct field with the search help icon

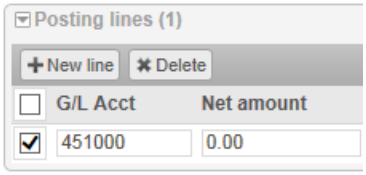
Click the search help icon ? to open a dialog box in which you can enter the search criteria.



When you click **Search**, the search results are displayed. You can now enter more search criteria to narrow down your search or make a selection in the results list. To clear all the search fields, click **Reset**.

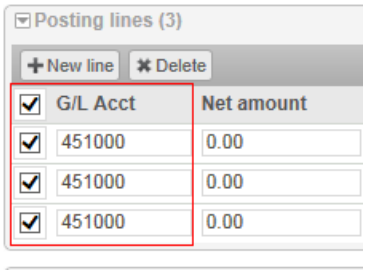


When you select an item in the results list, the search help dialog box closes and the selected value is entered in the field.



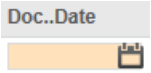
Adding the search result to multiple lines

If several lines need the same value entered in a particular field, select those lines and click the search help icon on that field in any of those lines. The other lines will also automatically be filled with the selected value. To select all the lines, you can select the check box on the header, instead of individually selecting each line.

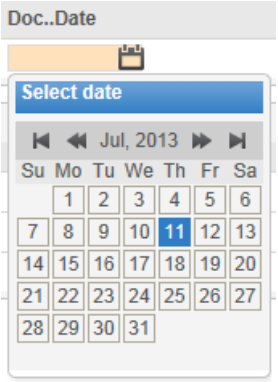


Using the calendar

Fields in which dates can be entered display the calendar button.



Click the calendar button and select the date in the calendar. The selected date is entered in the field.



Workflow statuses

Icon	Status	Description
	Sent	The document has been sent to a workflow, but the recipient has not yet opened the document. This status is applied to all the workflow steps. For example, when the first step has been approved, the **Sent** status is displayed when the recipient of the second step has not yet opened the document.
	Being processed	The document is currently in a workflow and the recipient has opened the document. This status is applied to all the workflow steps. For example, when the first step has been approved, the **In workflow** status is displayed when the recipient of the second step has also opened the document.
	Released	The document has been approved and is no longer in a workflow.
	Declined	The document has been rejected and is no longer in a workflow.

Icon	Status	Description
	Partially accepted	Some line items have been approved; others have been rejected.
	Note requested/ Notated	The document is in a workflow and a note must be attached to the document, or has already been attached.
	Overdue workflow	The workflow or workflow step is overdue.
	Forwarded/ Sent for query	The workflow step has been forwarded to another user or a query has been sent to another user.
	Query answered	A query has been answered.

Document statuses

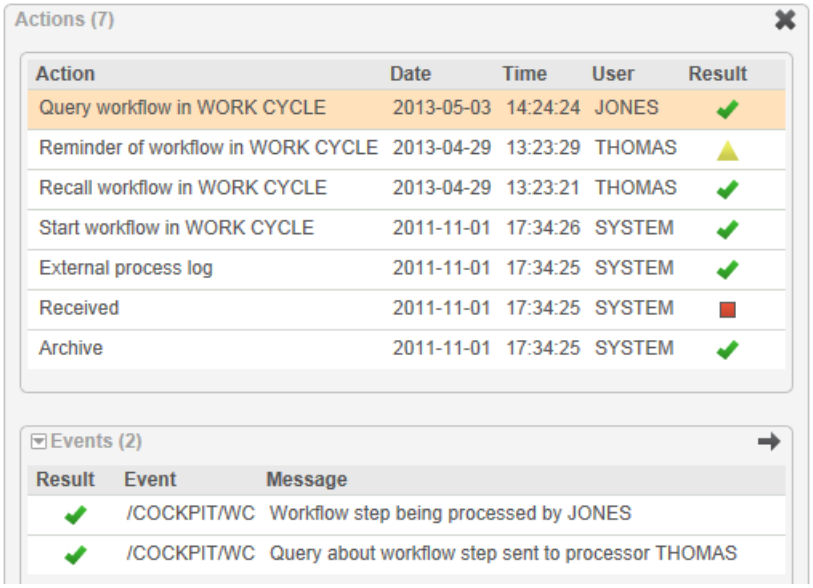
Icon	Status	Description
	Unposted/error-free	The document does not contain any errors that prevent it from being posted.
	Errors	The document contains errors that prevent it from being posted.
	Posted	The document has been posted.
	Parked	The document has been parked.
	Rejected	The document has been rejected.
	WORK CYCLE	The document is currently in a workflow.

System messages

System messages are generated automatically by the system; for example, when you check or post a document or send a document to a workflow. System messages communicate the history of a document, including actions such as check and post, status changes, ownership changes, errors, and more. System messages include both actions taken by the system and actions taken by the users.

To view a document's system messages, in the document detail view, click the **Audit trail** button. Click the button again to hide the messages.

Clicking the **Messages** button shows only the most recent messages.



The colored icons indicate whether the action that resulted in the message was successful or not:

: The action resulted in errors. Documents with errors cannot be posted to SAP.

: The action resulted in warnings. Documents with warnings can be posted.

: The action was successful.

Each line displays an action. You can select an action and view its events in the pane below.

User settings (Web App)

You can change the following settings on the **User profile** tab:

- Personal details
- Password
- Substitutes

Viewing invoice information

Overview

In addition to the header and line-item fields in a document, WORK CYCLE also displays other information, including the vendor and purchase order details.

You can view:

- Invoice images
- Purchase orders
- Vendor details
- Workflow status

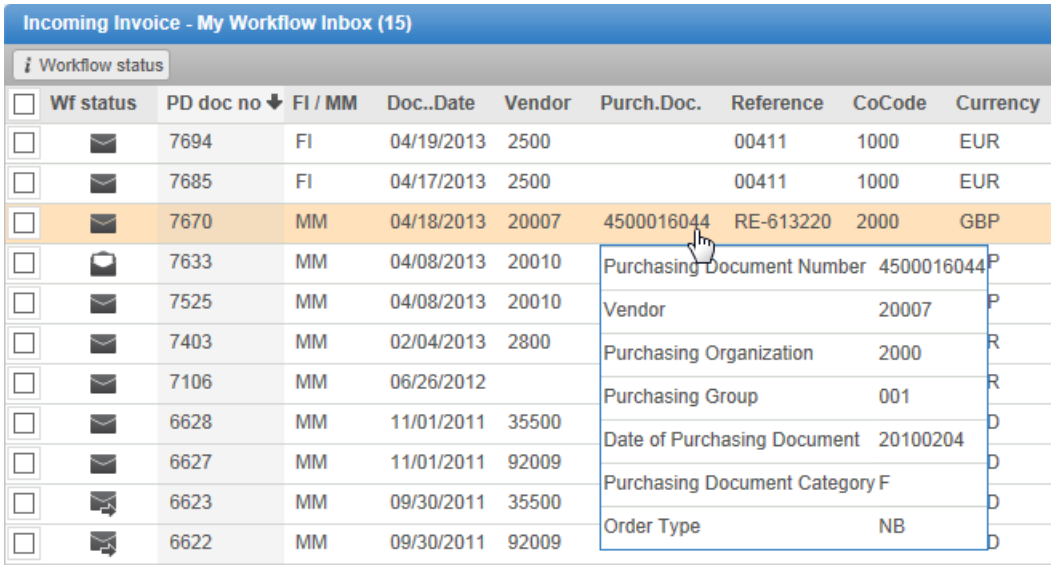
Invoice image

Click the **Show invoice as image** button.

The original invoice is displayed. It may be shown as a PDF, a PNG file, or a file in another format.

Purchase orders

If you hover the mouse pointer over the purchasing document number in the document list or detail view, the item details of the purchase order are displayed in a popup.



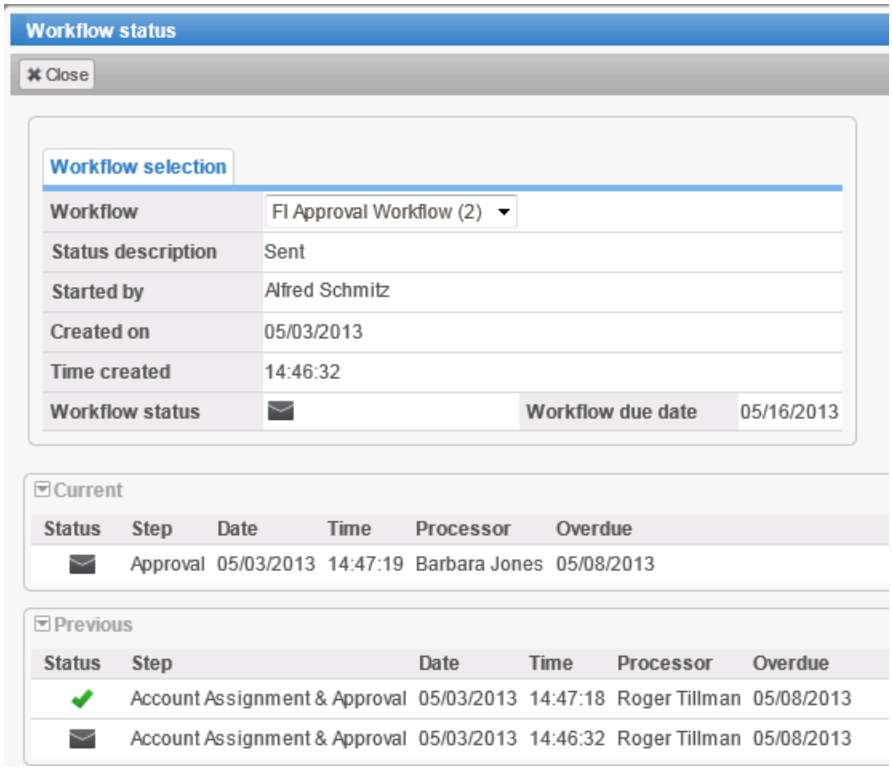
Vendor details

If you hover the mouse pointer over the vendor number in the document list or detail view, basic details of the vendor are displayed in a popup.

Viewing the workflow status

To view the workflow status, click the **Workflow status** button on the Actions bar.

Basic information about workflows are contained in the workflow status. This includes things like when the workflow was started, the due date, who has approved the document, and who the next processors are.



Editing documents

Overview

This section explains the most common editing tasks and how to approve and reject documents:

- The basics of opening a document for editing, and saving documents.
- Attaching files
- Creating notes
- Viewing approved documents
- Entering one-time vendor data
- Adding accounting data

The basics

Opening and editing documents in the Web App

Click a document in the document list to open the document.

It is ready to be edited (for SAP users, there is no **Display/Change** button).

Depending on the workflow, you may not be able to change all the fields in the document.

Some fields may contain a ? search help button, which allows you to search and select valid values, for example, a G/L account number or purchase order.

Saving documents

Click **Save**.

Saving a document saves the current state of a document. This allows you to work on the document over a period, saving the changes as you go, before finally approving the document.

Other actions

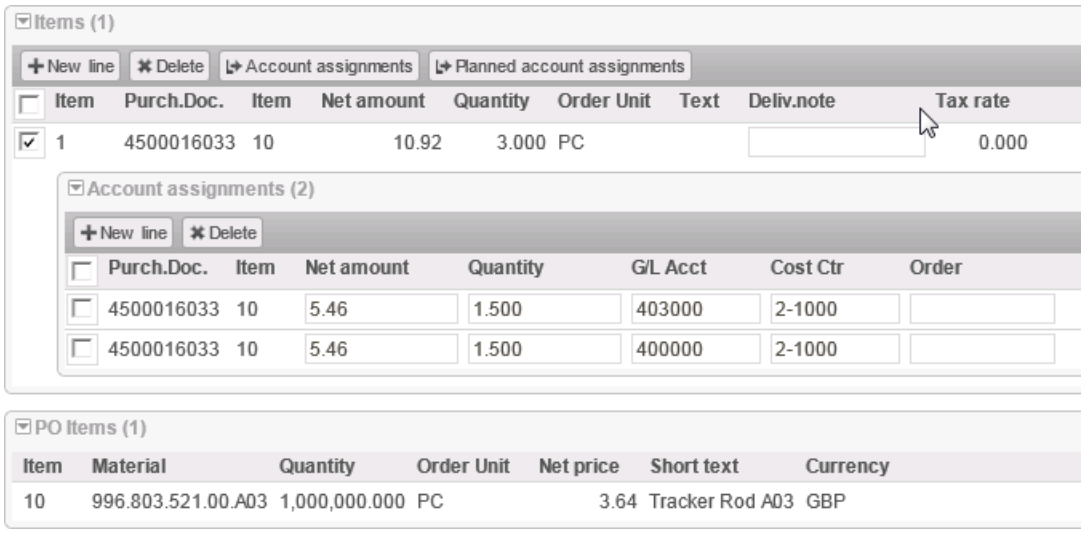
Adding accounting data

Note: Adding or changing the account assignments may not always be possible, depending on the workflow or restrictions set in the purchase order.

MM documents

To add or change accounting data for PO items, click the **Account assignments** button in the line items area. Click **New line** to add new accounts.

Click the **Planned account assignments** button to view the assignments from the purchase order.



For non-PO items, enter the data in the **Accounts** area (as for FI documents).

FI documents

Enter the accounting data in the **Accounts** area. Click **New line** to add new accounts.

Attaching files to documents (Web App)

You can attach files to documents, which can be seen by the other processors of the document in the workflow, and also by the finance department.

Note: Your system must be configured to support file uploads. Also, the types of files that you can upload may be restricted (for example, PDFs, DOC files).

Attaching files

1. If the **Attachments** area is not already displayed, click the **Attachments** button.
2. Click **Add attachment**.
3. Click **Browse**, select the file you want to upload and click **Upload**. You can only upload allowed document types.

Viewing files

1. If the **Attachments** pane is not already displayed, click the **Attachments** button.
2. Select an attachment to view it.

Creating and displaying notes (Web App)

Notes are a way to communicate between you and the other processors of a document.

Notes are attached to documents and can be viewed by the other recipients of the document, as well as by the staff in the Accounts Payable department.

Creating notes

1. If the **Notes** pane is not already displayed, click the **Notes** button.
2. Click **Add note**.
3. Enter the note in the text box.

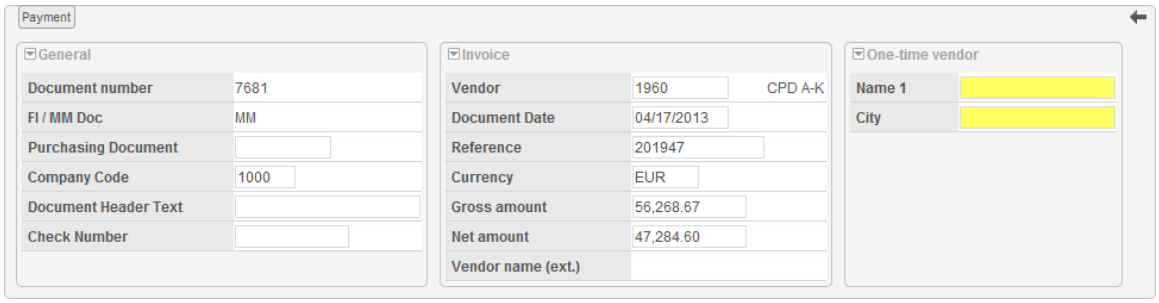
Note: If you create a note for a document that is a part of a workflow bulk action, the note is added to all the documents within that bulk action; including those documents for which adding a note is not mandatory.

Viewing notes

1. If the **Notes** pane is not already displayed, click the **Notes** button.
2. Select the user whose note you want to view.
7. The note is displayed in the area below the list of users who have added notes.

Entering one-time vendor data

On occasions, you may receive invoices from vendors that your organization does not regularly do business with. Your organization will have no record of these vendors in its database. For these vendors, PROCESS DIRECTOR Accounts Payable uses the standard SAP CPD (Conto pro Diverse) vendor numbers, 1950 and 1960. For vendors with these numbers, an additional tab is displayed in the Accounts Payable document header, where users can enter the vendor address and bank details.



Viewing approved documents (Web App)

You can view a list of all the documents that you have previously approved.

In the Worklist, select the **Workflow History** category.

By default, only documents are displayed on which you have performed one of the following actions:

- Approve
- Partially approve
- Notate

To view the other documents as well, click the search help icon next to the **Workflow History** category and deselect the **Display approvals only** check box. Then, click **Search**. In this case, documents are also displayed on which you have performed one of these actions:

- Reject
- Forward
- Reply to query
- Recall

Approving documents

Overview

This section explains how to perform the following actions:

- Approve documents
- Approve line items
- Reject documents
- Forward documents
- Send queries
- Reply to queries

Approving documents (Web App)

In the detail view of the document, click the **Approve** button on the **Actions** bar.

You approve a document after you have viewed and worked on it, and are satisfied with the document's contents. The approve action may not necessarily mean that the document is approved—it really means that the document is *released*. Depending on the workflow, it could mean that other processors have to approve the document as well.

Approving line items (Web App)

Some workflows require you to approve not just the entire document, but the individual items on it. You see only the line items that are assigned to you for approval.

Invoice items (2)

Account assignment for purchase order item

	Item	Purch.Doc.	Item	Net amount	Quantity	Order Unit	Text	Deliv.note	Tax rate
☑	1	4500016058	10	19.90	1.000	L			0.000
☐	3	4500016058	30	25.90	1.000	PC			0.000

This document actually has three items, but Item 2 does not appear because it is assigned to someone else.

*To **approve** the line items*: Tick the check box to the left of the item.

*To **not approve** the line items*: Do not tick the check box to the left of the item.

To complete the approval process, you need to click **Approve** on the **Actions** bar.

Warning: Do not click **Reject** on the **Actions** bar. This rejects the entire document, including the items that you have approved.

Rejecting documents (Web App)

In the detail view of the document, click the **Reject** button on the **Actions** bar.

You reject a document if you are not satisfied with the document's contents, for whatever reason. Rejecting a document will usually cancel the workflow and send the document back to your Accounts Payable department.

Forwarding documents (Web App)

Click the **Forward** button on the **Actions** bar.

You can forward documents to another user in cases when you cannot or should not approve a document. After you forward a document, you are no longer responsible for processing the document and it no longer appears in your document Worklist.

If you should process the document, but just have a question, you can also send a query.

Sending queries (Web App)

Click the **Query** button on the **Actions** bar.

You can send queries to other users in cases when you have questions about the document or how to process it. It is an internal method of communication built into PROCESS DIRECTOR.

After you click **Query**, you can specify the recipient(s) and enter your message to him/her by using the **Notes** panel.

The recipient of your query can view the document and respond to it, also by way of a note.

Replying to queries (Web App)

In the detail view of the document, click the **Send response** button on the **Actions** bar.

Before you click **Send response**, create a note containing your reply to the query. The sender will be able to see your response by opening the note.

Substitutions

Overview

You can create and manage substitutes to process your documents while you are on vacation, or for any other reason you want another person to see and possibly approve your documents.

- Creating substitutes
- Adopting documents as a substitute

Creating substitutes (Web App)

To create a substitute:

1. Click **User profile**.
2. Select the **Substitute** tab.
3. Click **User search** to find and enter a substitute user.
4. Modify the dates for which the substitution is valid.
5. Select the **Active** check box to automatically display your documents in your substitute's Worklist. If it is inactive, your documents will not be displayed directly in the substitute's Worklist. Instead, they will be displayed in a sub-category of the workflow inbox.
6. Click **Save**.

Adopting documents as a substitute (Web App)

If you are a substitute for another user, you will be one of two types:

- Active:
- Your Worklist contains the documents of the other user. You can view, edit, and approve them as normal.
- Passive:

Index