WORK CYCLE

User Guide

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KOFAX

Legal Notice

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Preface

WORK CYCLE, the workflow component for Kofax ReadSoft PROCESS DIRECTOR Accounts Payable™, 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 guide describes how users can edit, approve, and reject documents, as well as some other features like uploading attachments and sending queries in WORK CYCLE.

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

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

SAP GUI

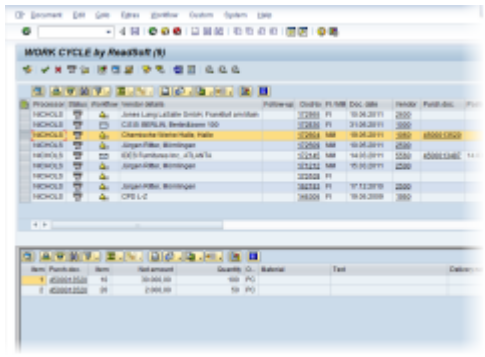
Get started

This section explains how to start and logon to WORK CYCLE and navigate its main screens, using the SAP GUI.

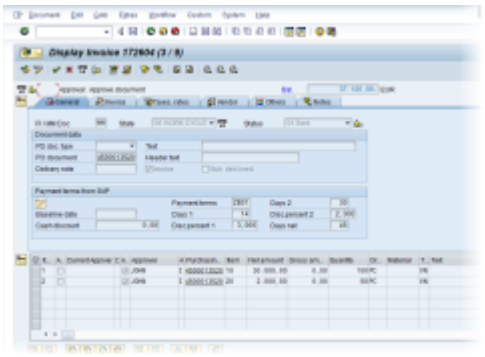
Start WORK CYCLE

As an SAP user, you can access WORK CYCLE using 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`.



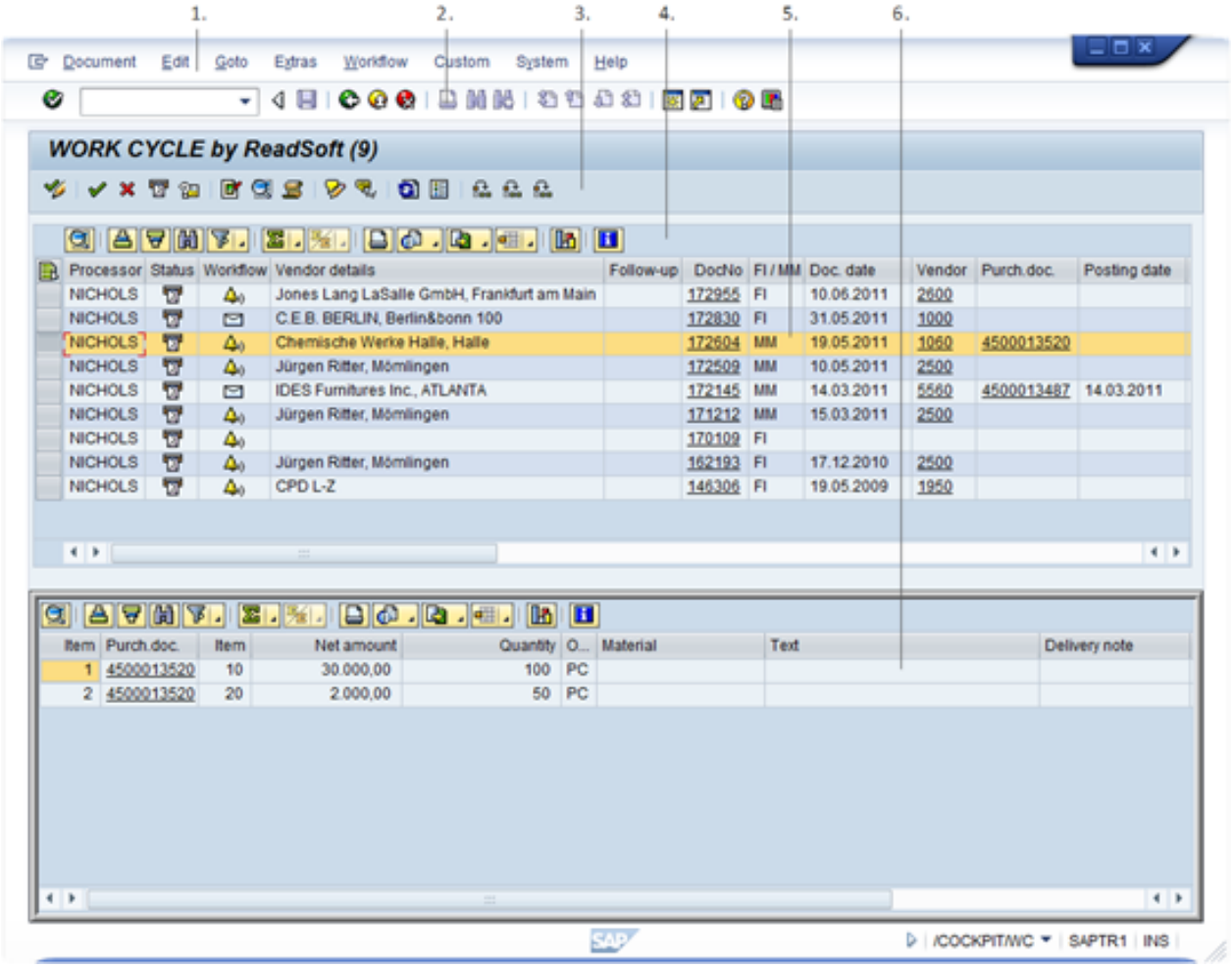
Document overview list



Document detail view

Worklist

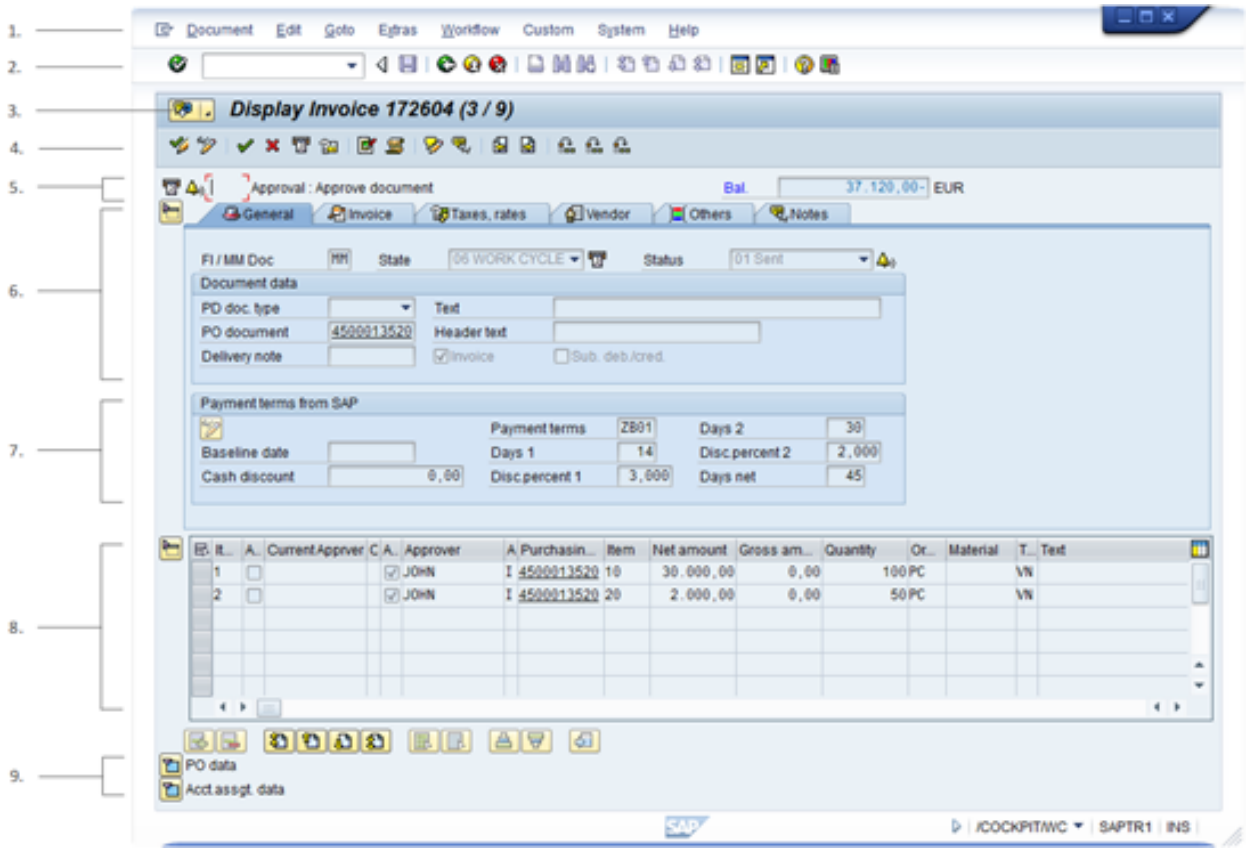
Basic information about workflows is contained in the workflow status. This includes things like when the workflow was started, the due date, who has approved the document, and who the next processors are.



1. WORK CYCLE menu toolbar.
2. SAP system toolbar.
3. WORK CYCLE toolbar.
4. SAP list toolbar.
5. Document overview list, showing selected header data.
6. Item data for the selected document.

Document detail view

The document detail view is where you create, edit and view document information.



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.

   Tip You can use the F5 key to switch between the 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.

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

Application Toolbar icons

The following icons are available on the Application Toolbar.

Icon	Description
	Take over processing
	Edit a document
	Approve a document

Icon	Description
	Reject a document
	Forward a document
	Send a query
	View document attachments
	Show/hide messages
	Display the document detail view (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.
F5	Switch between tabs in the header data.
F6	Take over processing.
F7	Refresh the display to show the latest changes and updates.
F8	Open the document detail view.
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.

Shortcut	Description
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.
SHIFT+F7	Display the vendor.
SHIFT+F8	Display the purchase order.
CTL+SHIFT+F7	Send a query.

User settings

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.
Show payment terms change information popup	Unlike `MIRO`, you cannot post a PROCESS DIRECTOR document if the payment terms fields are empty. If you clear all the payment terms fields, ReadSoft PROCESS DIRECTOR automatically inserts the payment terms values from the vendor master data or purchase order. Check this option if you want to display a warning message to remind you that the payment terms will be automatically inserted.
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.
How many new lines	The number of new lines that should be added. The maximum possible number is 255.
Position new lines	The user can opt for the new lines to be added above a selected line, below a selected line, at the top of the list or at the bottom of the list. • Add lines above selected line • 1 Add lines below selected line • 2 Add lines at the top • 3 Add lines at the bottom
Present Idoc as XML	Displays IDocs in XML format.

View invoice information

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 documents (posted documents only)
- Workflow status

Invoice images

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

Extras > **Display image** (Shift + F1)

- To view invoice images, click the **Display image** .

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** button 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 WORK CYCLE, without needing to jump to `ME23N`.

1. In the document detail view, click the **General** tab.
2. Click the **PO data** button 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 **Show vendor** button.
   You jump to `FK03`, where you can view the full vendor master record.

SAP documents (posted documents only)

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

Go to > **Show SAP document** (Ctrl +F2)

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

Workflow status

Basic information about workflows is 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.

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**.

Edit documents

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

- The basics
- Locate errors
- Common actions
- Invoice reduction

The basics

This section explains the basics of taking over processing of a document, opening a document for editing, and saving documents.

Take over processing

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).

Document > **Take over processing** (F6)

- To take over processing of a document, click the **Take over processing** button.

Change mode

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.

Document > **Display/Change** (Ctrl+ F1)

- To go into change mode, click the **Display/Change** button.

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

Save documents

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.

Ctrl + S

- To save a document, click the **Save** button.

Locate errors

This section explains how to view the message logs and previous versions of a document.

Message logs

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.

Message logs may not tell you what current errors exist in a document. If a value in a document is changed, the message logs tell you that something was changed, but not what. To see this information, view the document versions.

Extras > **Display messages** (Shift + F6)

- To display messages, click the **Display messages** button.

Document 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 been modified.

Display versions

Extras > **Display versions**

Compare versions

Extras > **Compare versions**

Common actions

- Change account assignments
- Calculate taxes
- Change the payment terms
- Propose line items from the purchase order
- Classify documents using PROCESS DIRECTOR document types
- Attach files
- Create notes
- View approved documents

Change account assignments

You can change the account assignments of MM and FI documents in the SAP GUI.

- MM documents may have PO items and non-PO items.
- Items in FI documents can be changed in the **Account assignment data** section.

PO items

PO items of MM documents are shown in the **Item data** section.

- To change account assignments for PO items, click the **Edit account assignment** button.

  When editing accounts assignments for MM items, the costs for a single item can be split among different cost centers.

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

- To view the planned account assignments from the purchase order, click the **Display planned account assignment** button.

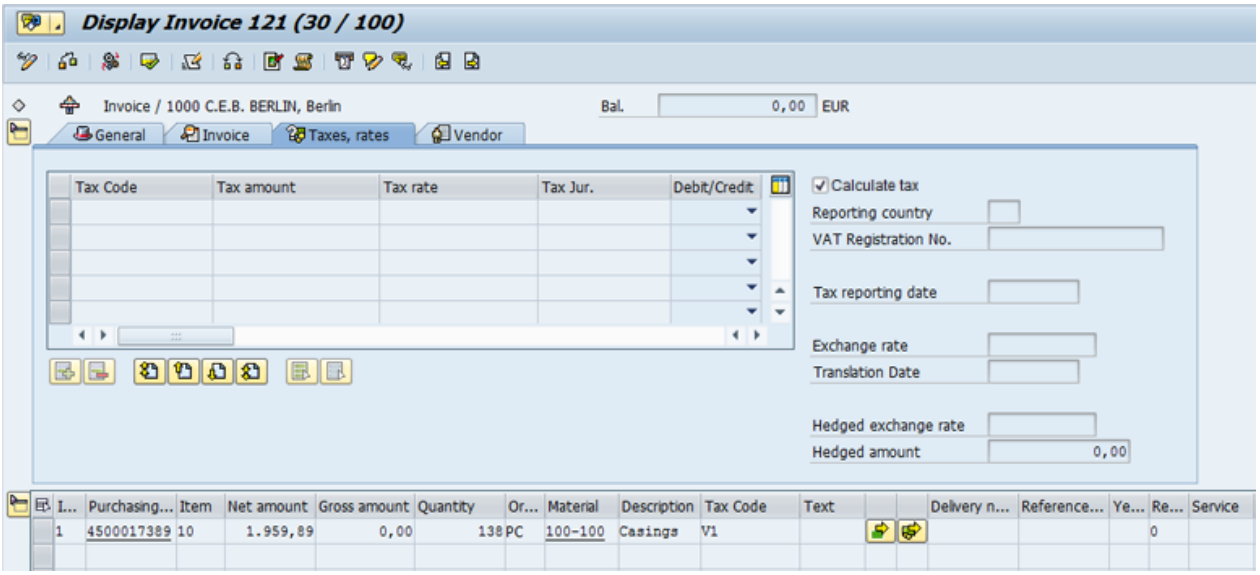
Non-PO items

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

Calculate taxes

WORK CYCLE has a **Calculate tax** 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** and the **Tax code**. As the **Calculate tax** setting is active, WORK CYCLE calculates the total taxes from the line item(s) automatically.

Change 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 in the SAP GUI, complete the following steps.

1. Open a document and go to Change mode.
2. In the **General** tab, in the **Payment terms from SAP** section, click the **Display/Change** button.
3. Enter the payment terms.

   Click the **Payment terms from SAP** button to display the payment terms from the vendor's master data.

Propose line items from the PO

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.

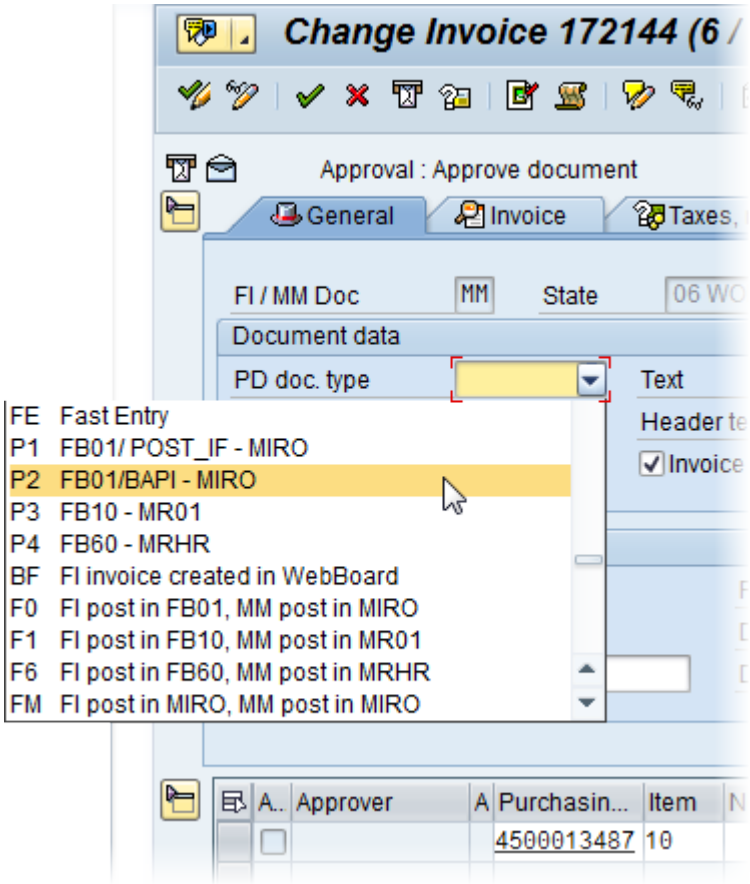
Note Any existing line-item data is deleted.

- To propose line items, in the document detail view, click the **Propose doc. item from PO** button.

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.



Attach files to documents

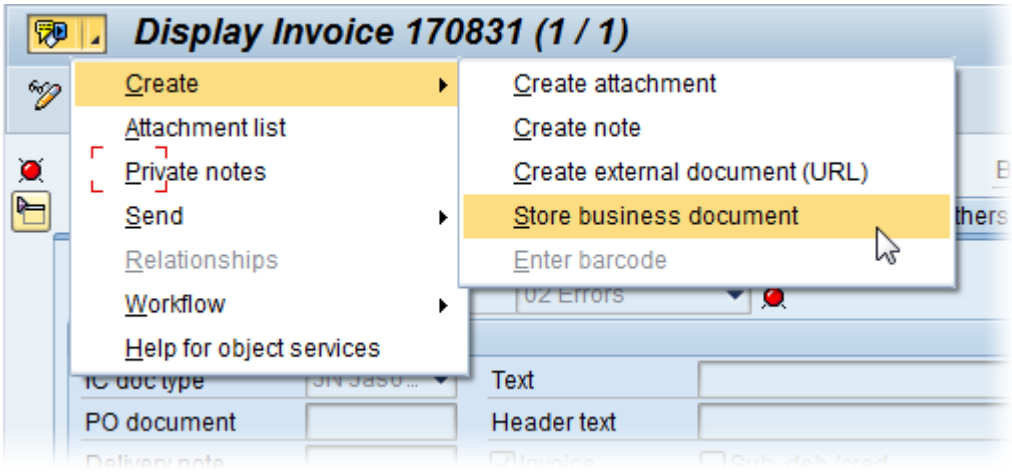
You can attach files to documents, which can be seen by other processors of the document in the workflow and also by the finance department.

Note Your system must be configured to support file uploads.

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 ReadSoft PROCESS DIRECTOR.



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

View files

1. Open a document.
2. Go to **Services for object** > **Attachment list**.
3. Select the file you want to open.

Create and display notes

Notes are a way to communicate between you and other processors of documents. They are attached to documents and can be viewed by other recipients of the document and by staff in the Accounts Payable department.

Create notes

Workflow > **Notes** > **Create note** (Ctrl + F6)

- To create a note, click the **Create note** 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.

Display notes

Workflow > **Notes** (Ctrl + F7)

- To display the existing notes, click the **Display note** button.

View approved documents

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

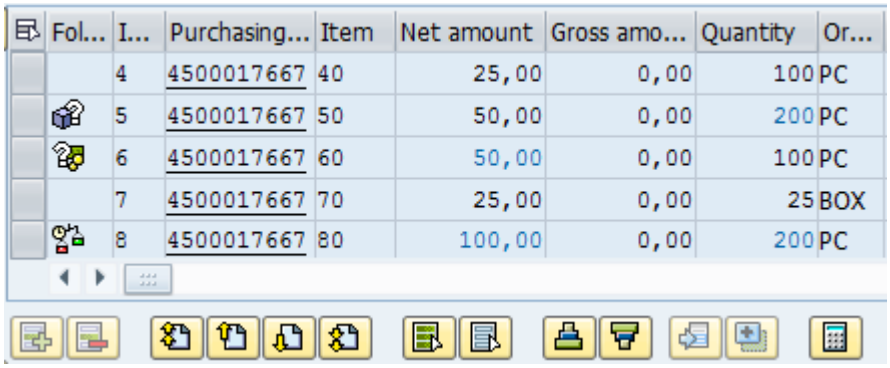
Workflow > **Display releases (History)**

1. Double-click a document to view it (the current version of the document is shown).
2. Select **All edited documents** to show rejected documents as well.
3. 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.



Fol...	I...	Purchasing...	Item	Net amount	Gross amo...	Quantity	Or...
	4	4500017667	40	25,00	0,00	100	PC
	5	4500017667	50	50,00	0,00	200	PC
	6	4500017667	60	50,00	0,00	100	PC
	7	4500017667	70	25,00	0,00	25	BOX
	8	4500017667	80	100,00	0,00	200	PC

Reduce an invoice amount or quantity

To reduce an invoice amount or quantity, complete the following steps.

1. In the document detail view, in change mode, click the **Create invoice reduction** button.

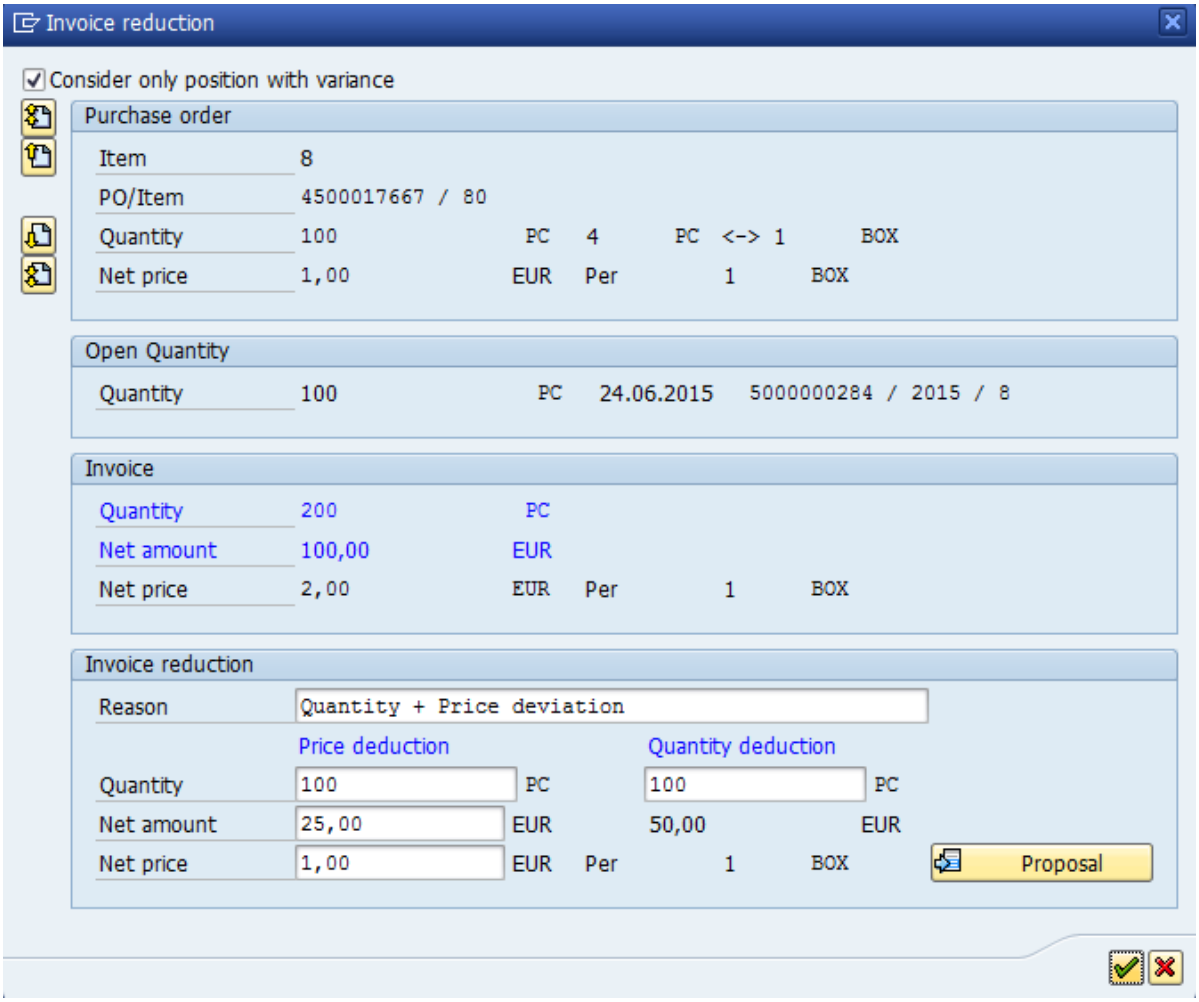
   The **Invoice reduction** popup opens, displaying the first invoice line item that has a deviation.

   > **Tip** If you select a specific line item and then click the **Invoice reduction** button, the selected line item is displayed in the popup. This only applies to line items with deviations.

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

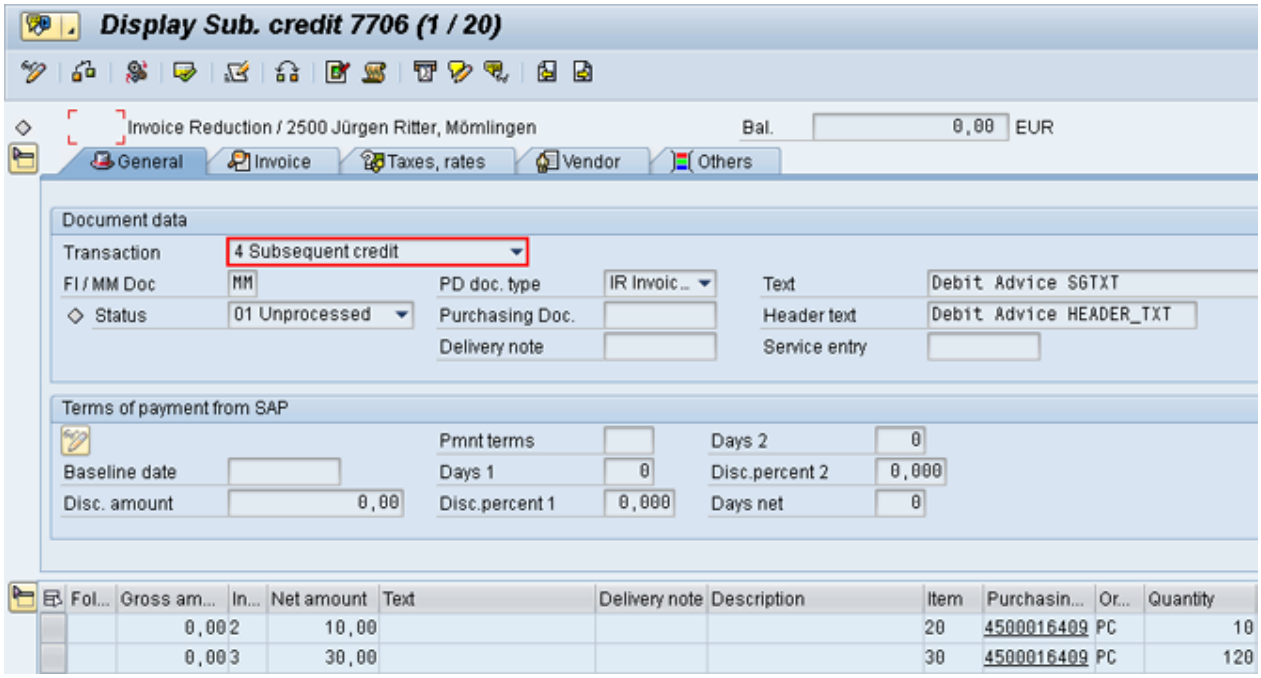
   > **Note** Currently invoice reduction does not support limit and service items. If the Consider only position with variance check box is not checked, such items will be displayed, but cannot be edited.

   The purchase order details and the open quantity are displayed at the top of the popup. Conversion factors are also displayed if these have been defined in the purchase order **Quantities/Weights** tab.



3. Click ✔ and approve the document.

On workflow approval, ReadSoft 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, ReadSoft 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).

Approve 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

Approve documents

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.

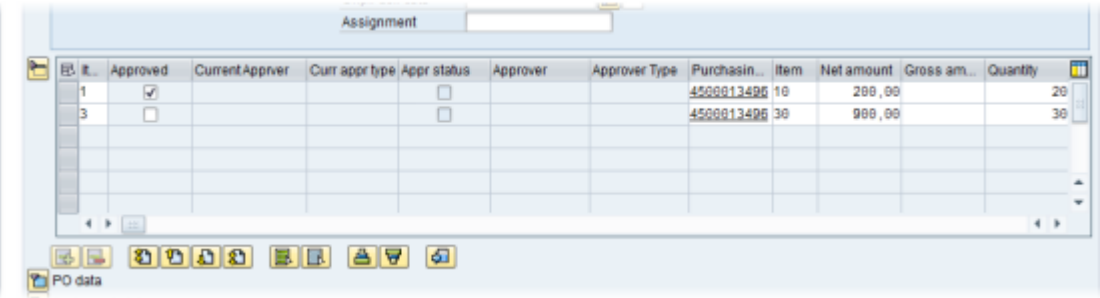
Workflow > **Approval** (Ctrl + F12)

- To approve a document, click the **Approve document** ✔ button.

Approve line items

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 in the SAP GUI, complete the following steps.

1. To approve line items, select the **Approved** check box for the item.

   Clear the **Approved** check box for the line items that you do not want to approve.
2. Click the **Approve** ✔ button. This will confirm and save the items you have approved and those you have not.

   Important Do not click the **Reject** ✖ button. This rejects the entire document, and items that you have approved or not approved are not saved.

Reject documents

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.

Workflow > **Reject** (Ctrl + F11)

- To reject documents, click the **Reject document** ✖ button.

Forward documents

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.

Workflow > **Forward** (Ctrl + F3)

- To forward a document, click the **Forward Document** button.

Send queries

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.

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

Workflow > **Queries** (Ctrl + Shift + F7)

1. Click the **Queries for the document** button.
2. Specify the recipient(s) and enter your message to him/her using the email text box.

Reply to queries

Workflow > **Approval/Reply** (Ctrl + F12)

1. Create a note containing your reply to the query. The sender will be able to see your response by opening the note.
2. Click the **Approve document** button.

Substitutions

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.

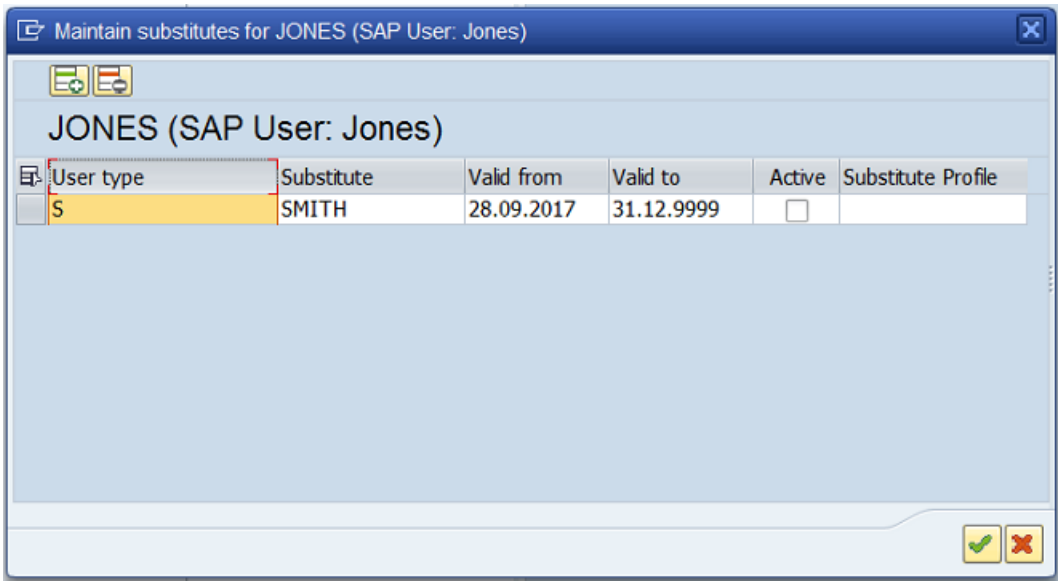
To manage substitutions, you have the following options.

- Add substitutes
- Adopt documents as a substitute

Add substitutes

To add and maintain substitutes in the SAP GUI, complete the following steps.

1. Go to **Workflow** > **Maintain substitute**.
2. In the displayed dialog box, select the **User type** (SAP or WORK CYCLE user) and name of the user that you want to assign.



3. Enter a validity period for the substitution.
4. To make your documents appear in your substitute's Worklist automatically, select the **Active** check box .

   If you do not select this check box, the user is assigned as a passive substitute. Passive substitutes must take the extra steps of viewing your Worklist and adopting selected documents. For more information, see Adopt documents as a substitute.
5. If substitute profiles have been configured in your system, you can assign a profile to the user.

   For example, you may have different substitutes for approval of requisitions and approval of financial postings. If you assign a "Requisitions" profile to a substitute, that substitute will only be able to process requisitions and not other document types.

Note Workflow emails are not sent to locked substitutes. Also, a warning message is displayed when a workflow is sent to a user who has a locked substitute.

Adopt documents as a substitute

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, you need to complete the following steps.

1. Go to **Workflow** > **Adopt substitution**.
2. Select the user whose Worklist you wish to view.
3. To view a document, click the **Document number**.

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

Web Application

Get started

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

Start WORK CYCLE

To log on to WORK CYCLE, complete the following steps.

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 ReadSoft 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. If no Quick Start menu is provided, you must click a Worklist category to display and work with documents.

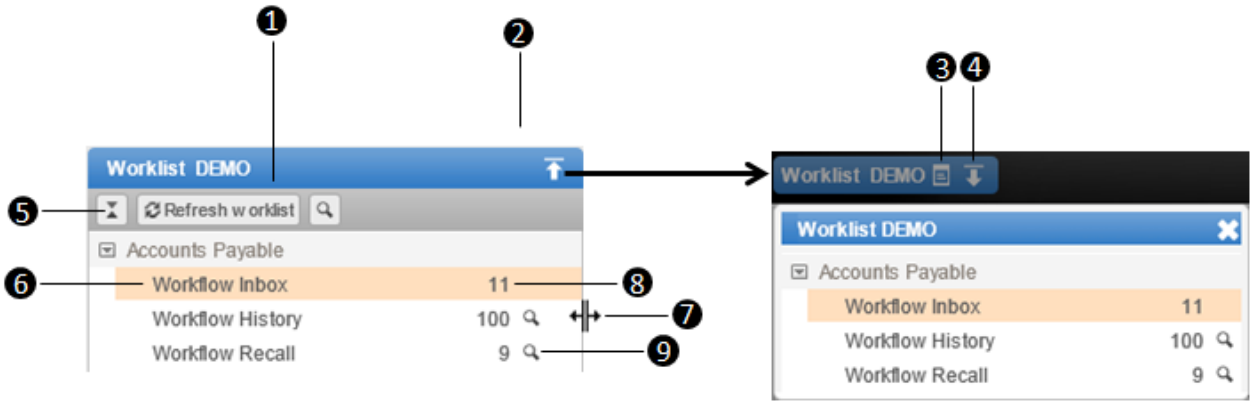
Worklist

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
- 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 overview 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 overview list for this category.
9. Click to open the selection screen to filter the document overview list.

Quick Start menu

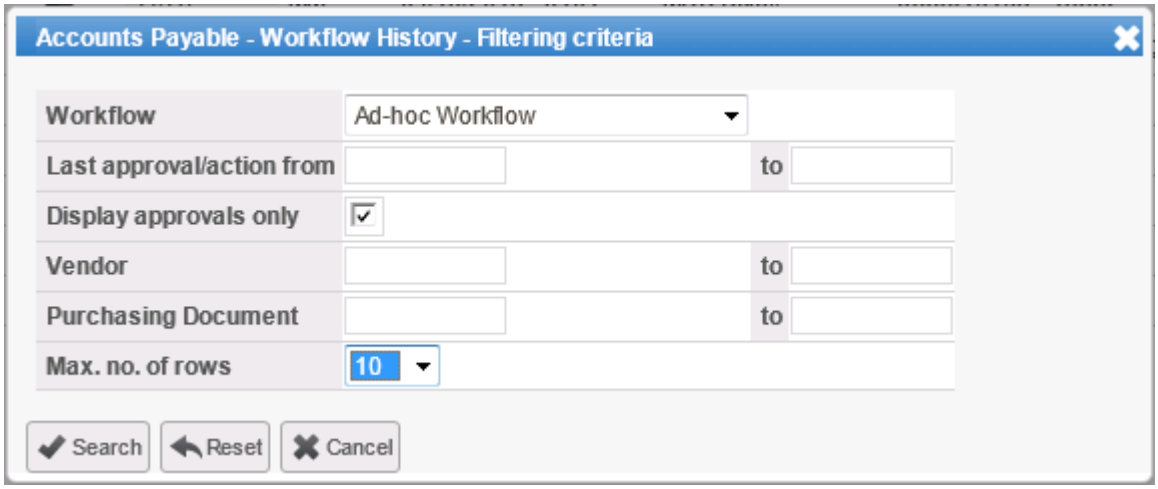
The Quick Start menu provides rapid access to frequently used document overview lists and actions.

Which options are available in this menu depends on your system configuration.

Selection screen

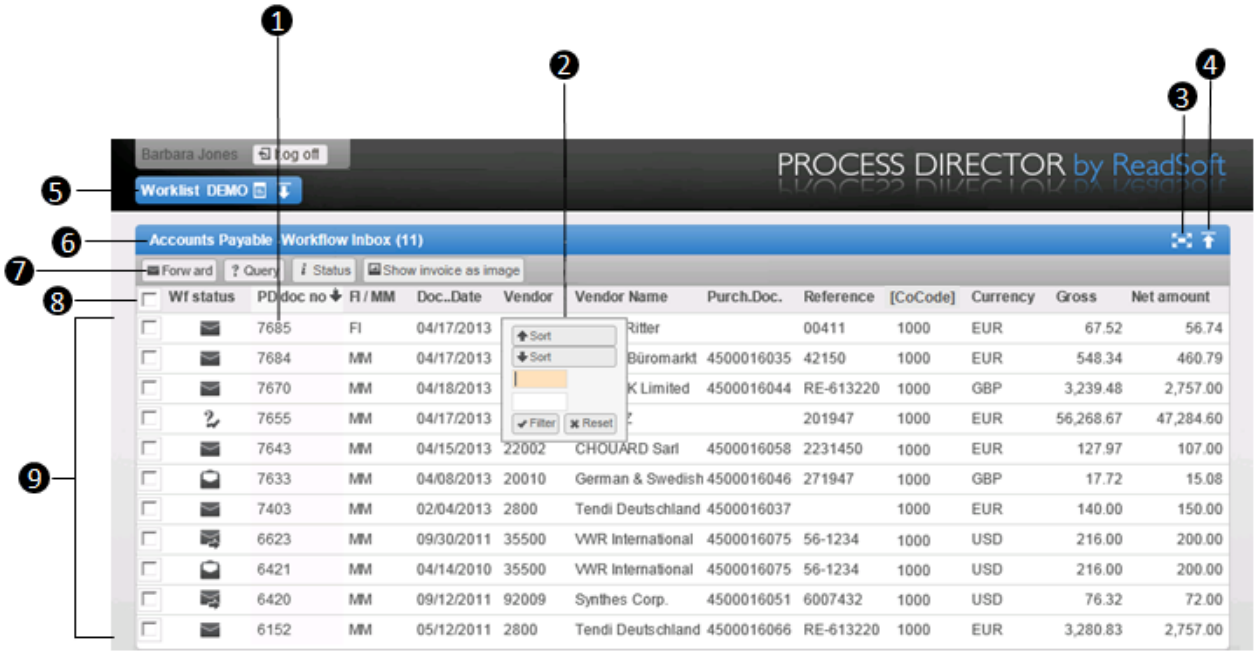
You can use the Worklist selection screen to filter the Workflow History and Recall categories to display only documents that meet specific criteria. The filter criteria that are available are set by your system administrator.

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



Document overview 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 detail view.

   Note The documents highlighted in bold have not yet been opened.

   To sort the document overview 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.

2. Hide the Worklist.
3. Hide the document overview list.
4. Display the Worklist.
5. Title bar.
6. Actions bar.
7. Check boxes 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.

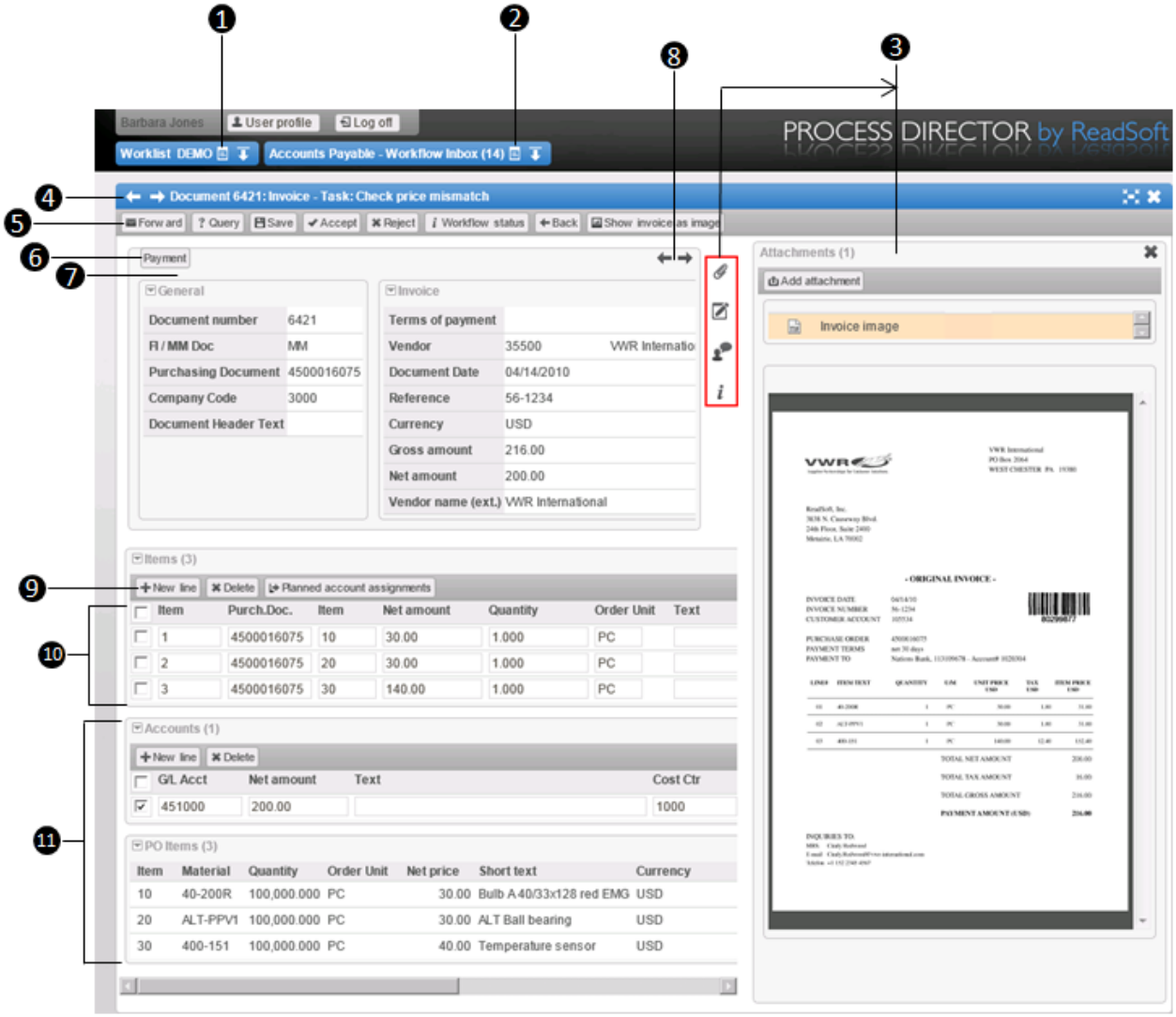
   Note Some actions may not be possible for multiple documents.

8. PROCESS DIRECTOR documents.

Document detail view

The document detail view is where you create, edit and view document information.

To open this view, click a document in the document overview list.



1. Display the Worklist.
2. Display the document overview list.
3. The Additional information area shows different icons based on the button that you click.
   - Attachments
   - Notes
   - Messages
   - Audit trail

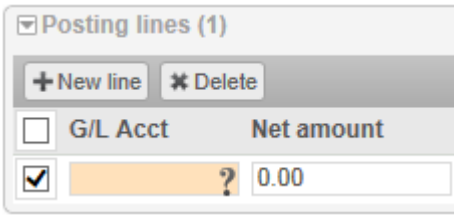
> **Note** Depending on the configuration, notes may be displayed in a table instead of in the Additional information area.

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.

Search help

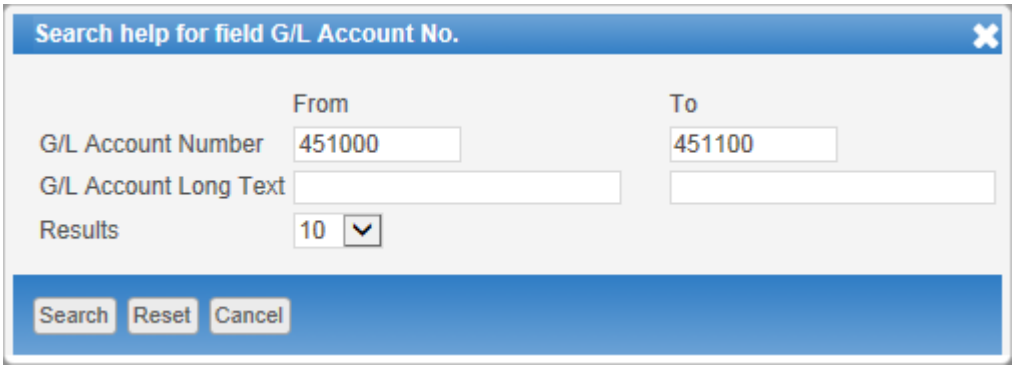
Some fields have search help available to assist you in finding the right value.

When you click in a field for which search help is available, the search help icon ? is displayed. In the following example, the search help icon is available for the **G/L Acct** field.

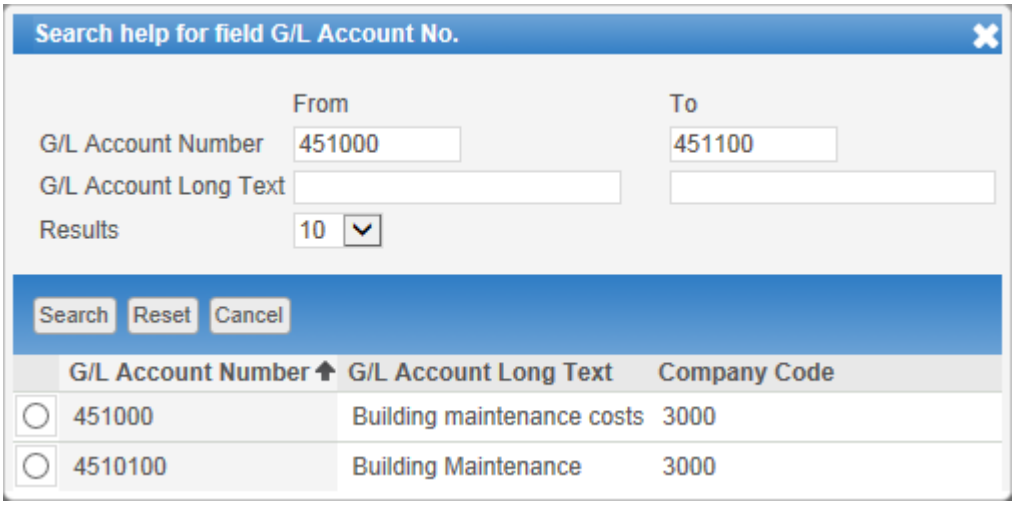


Use search help

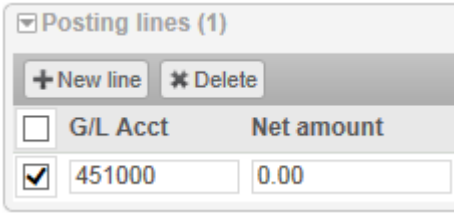
1. Click the search help icon ? to open a dialog box in which you can enter the search criteria.



2. 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**.

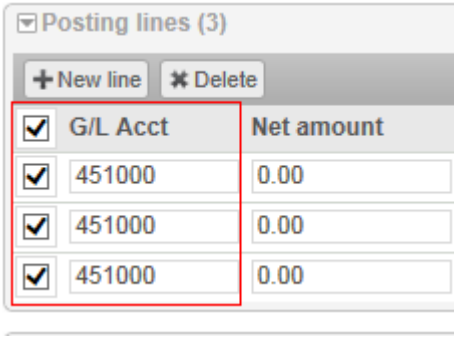


3. When you select an item in the results list, the search help dialog box closes and the selected value is entered in the field.



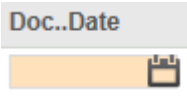
Add the search result to multiple lines

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.

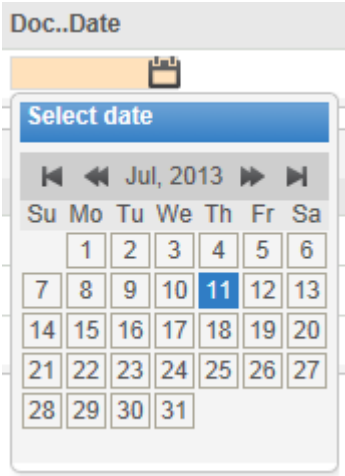


Use the calendar

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.

Icon	Status	Description
	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.
	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.

View system messages

1. 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.

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

   Actions (7)

Action	Date	Time	User	Result
Query workflow in WORK CYCLE	2013-05-03	14:24:24	JONES	✔
Reminder of workflow in WORK CYCLE	2013-04-29	13:23:29	THOMAS	⚠
Recall workflow in WORK CYCLE	2013-04-29	13:23:21	THOMAS	✔
Start workflow in WORK CYCLE	2011-11-01	17:34:26	SYSTEM	✔
External process log	2011-11-01	17:34:25	SYSTEM	✔
Received	2011-11-01	17:34:25	SYSTEM	■
Archive	2011-11-01	17:34:25	SYSTEM	✔

   Events (2)

Result	Event	Message
✔	/COCKPIT/WC	Workflow step being processed by JONES
✔	/COCKPIT/WC	Query about workflow step sent to processor THOMAS

   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.

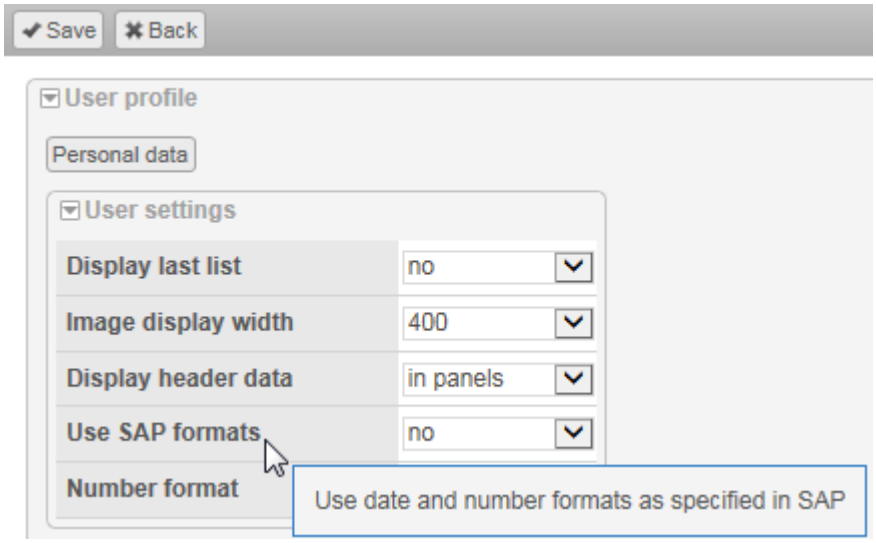
   ✔ The action was successful.

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

User settings

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

- Personal details
- Password
- Substitutes
- User settings (depending on your system configuration).



View invoice information

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:

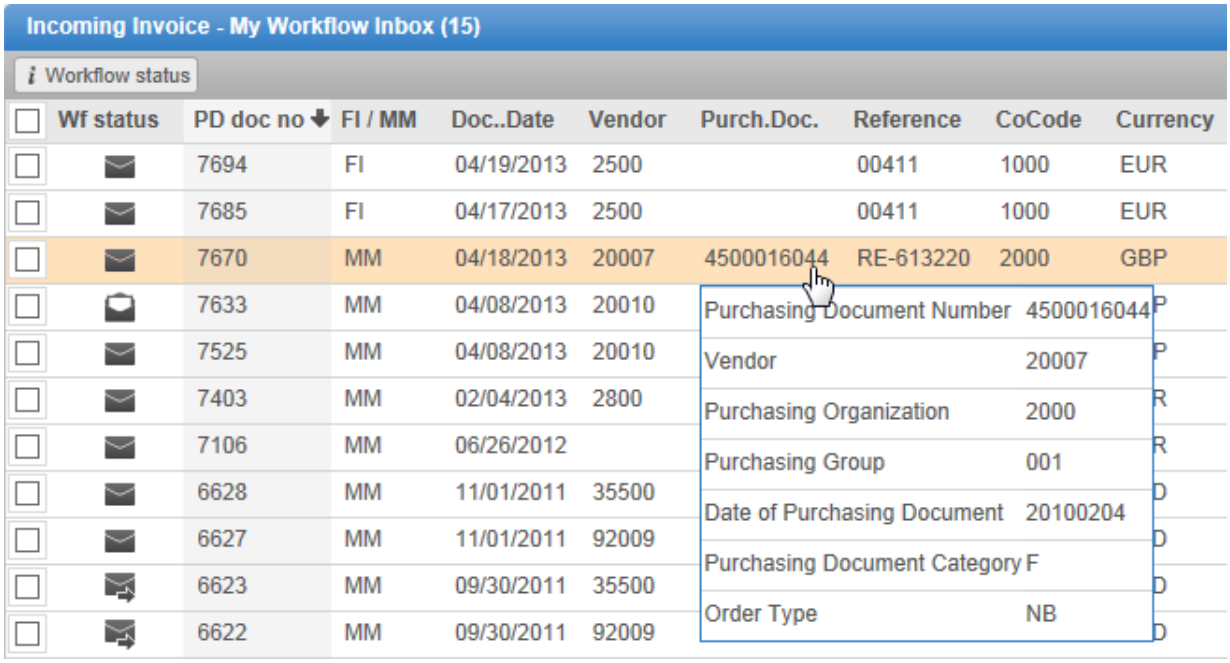
- Invoice images
- Purchase orders
- Vendor details
- Workflow status

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

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



Purchase order history

- To view the purchase order history, in the document detail view, click the Purchase Order history button in the line items area.

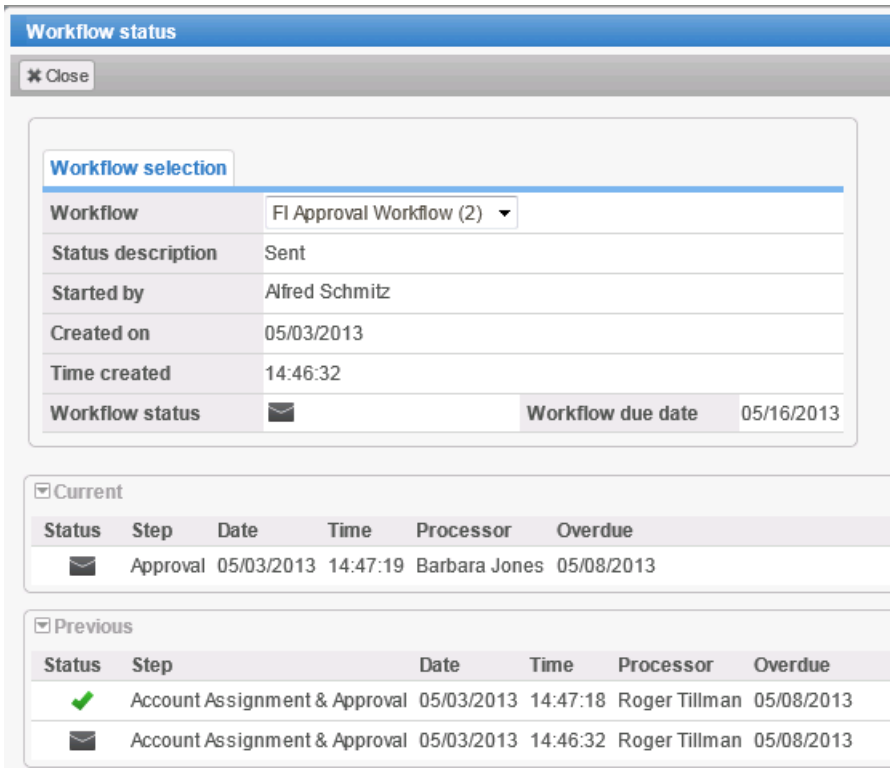
Vendor details

- To view the basic details of the vendor, in the document overview list or document detail view, hover the mouse pointer over the vendor number.
  The basic details of the vendor are displayed in a popup.

Workflow status

Basic information about workflows is 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, on the Actions bar, click the **Workflow status** button.
  The basic information about the workflow is displayed in the **Worklow status** dialog box



Edit documents

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

- The basics
- Other actions

The basics

This section explains the basics of opening a document for editing, and saving documents.

Open and edit documents

1. To open the document, click a document in the document overview list.
   It is ready to be edited (for SAP users, there is no **Display/Change** button).

2. Edit the document, as required.

   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.

Save documents

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.

- Click **Save**.

Other actions

- Attach files
- Create notes
- View approved documents
- Enter one-time vendor data
- Add accounting data

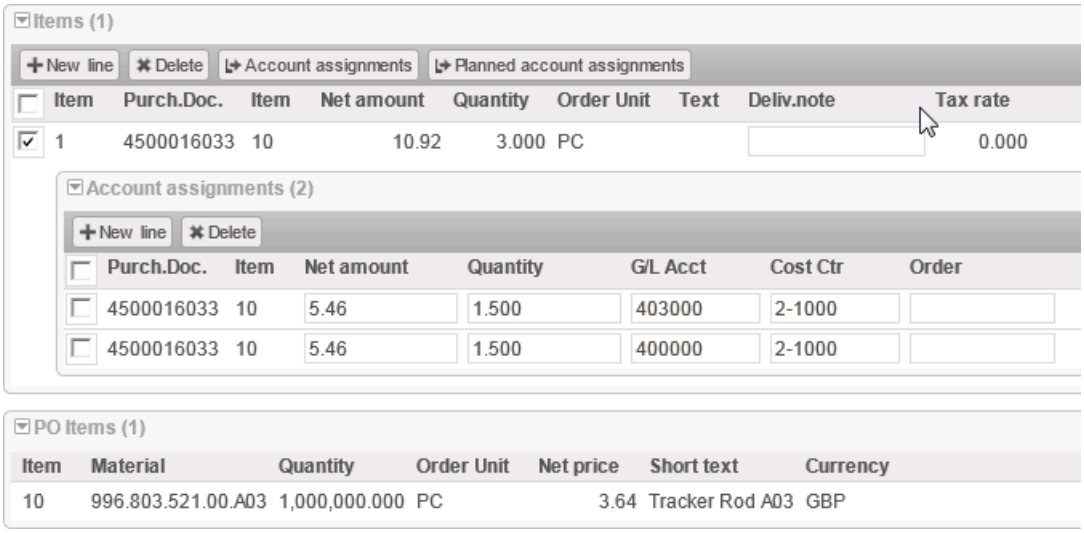
Add accounting data

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, complete the following steps.

1. In the line items area, click the **Account assignments** button.
2. To add new accounts, click **New line**.
3. To view the assignments from the purchase order, click **Planned account assignments**.



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

FI documents

To add or change accounting data for PO items, complete the following steps.

1. In the **Accounts** area, enter the accounting data.
2. To add new accounts, click **New line**.

Attach files to documents

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. Also, the types of files that you can upload may be restricted (for example, PDFs, DOC files).

1. If the **Attachments** pane 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.

View and delete files

1. If the **Attachments** pane is not already displayed, click the **Attachments** button.
2. To view an attachment, select it.
3. To delete file(s) or invoice image(s), select the check box next to the corresponding file(s) or invoice image(s) and click **Delete attachments**.

Create and display notes

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.

Note Depending on the configuration, notes may be displayed in a table instead of in the Additional information area.

Create 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.

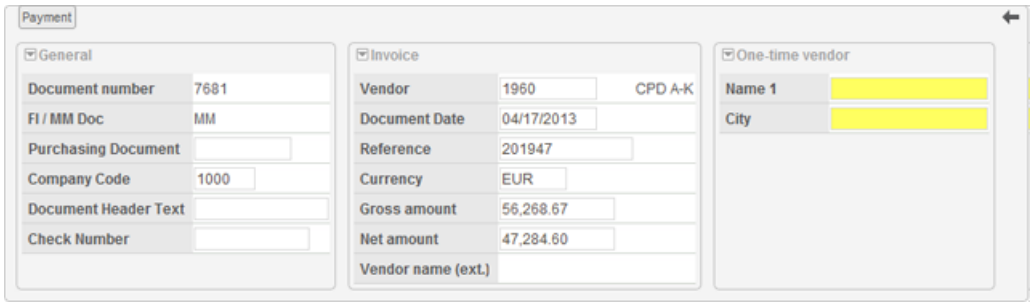
View notes

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

Enter 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 one-time vendors, ReadSoft 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.



View approved documents

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

1. 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
2. To view the other documents as well, complete the following steps.
   a. Click the search help button next to the **Workflow History** category.
   b. Clear the **Display approvals only** check box.
   c. Click **Search**.

In this case, documents are also displayed on which you have performed one of these actions:

- Reject
- Forward
- Reply to query
- Recall

Documents processed by substitutes or another member of a group are not displayed in the **Workflow History**.

Approve 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

Approve documents

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.

- To approve a document, in the document detail view, on the **Actions** bar, click the **Approve** button.

Approve line items

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

You see only the line items that are assigned to you for approval. This document actually has three items, but Item 2 does not appear because it is assigned to someone else.

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

1. To approve the line items, select the check box to the left of the item.
   Clear the check box for the line items that you do not want to approve.

2. To complete the approval process, on the **Actions** bar, click **Approve**.

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

Reject documents

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.

- To reject a document, in the document detail view, on the **Actions** bar, click the **Reject** button.

Forward documents

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

- To forward a document, click the **Forward** button.

Send queries

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 ReadSoft PROCESS DIRECTOR.

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

1. Click the **Query** button.
2. In the **Notes** panel, specify the recipient(s) and enter your message.

Reply to queries

1. Create a note containing your reply to the query.

   The sender will be able to see your response by opening the note.
2. In the document detail view, click the **Send response** button.

Substitutions

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.

To manage substitutions, you have the following options.

- Create substitutes
- Adopt documents as a substitute

Create substitutes

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**.

Note Workflow emails are not sent to locked substitutes. Also, a warning message is displayed when a workflow is sent to a user who has a locked substitute.

Adopt documents as a substitute

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

Active

The Worklist contains the documents of the other user. You can view, edit, and approve them as normal.

Passive

The other person's documents are displayed in a sub-category of the workflow inbox, with that person's name as the label for the sub-category.