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eFLOW Resolve

SAP User Guide

Version 5.2

Contents

About eFLOW Resolve

TIS eFLOW Control and eFLOW Resolve are SAP add-ons for automated invoice processing, integrated into SAP ERP. In combination, both components deliver a highly automated solution for vendor invoice processing, including requirements such as automatic posting, automatic line item matching and automatic workflow routing for exception handling and approval.

eFLOW Control users can manually process invoices with exceptions in an easy-to-use, familiar interface, which offers a wealth of features to help users find, organize, correct, complete, and post documents.

If eFLOW Control users cannot fully process documents themselves, they can send them to other users in a workflow to obtain information, clarification, or approval. Workflow processing takes place in eFLOW Resolve in the SAP GUI, the eFLOW Resolve Web Application, or the eFLOW Resolve Fiori App.

Get started

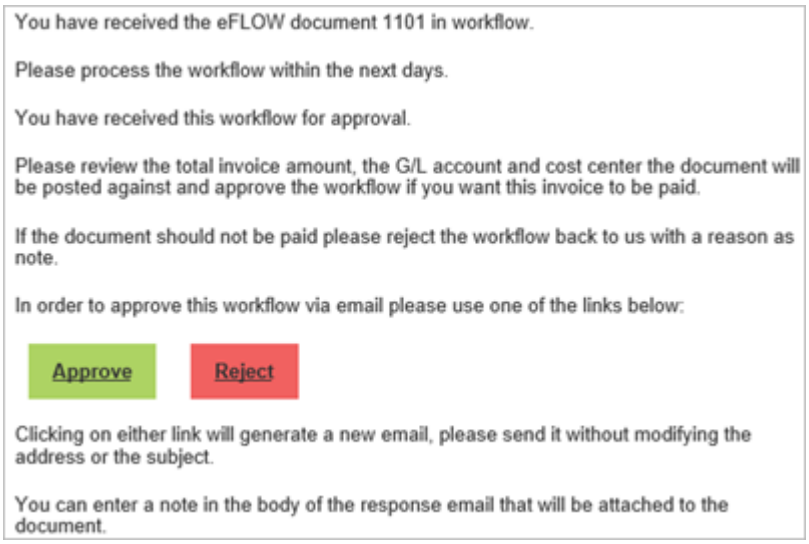
This section explains how to log on to eFLOW Resolve and describes the user interface.

> **Note:** eFLOW Resolve is customizable. Depending on your system configuration, some features described in this guide may not be available, or may be different than described.

Email notifications

eFLOW Resolve can send email notifications to workflow processors, for example, to inform them that they have received a document in workflow, or that a workflow task is overdue. The eFLOW Resolve configuration determines whether, and under what circumstances, email notifications are sent. Depending on the configuration, you may receive individual notifications (for example, an email for each workflow document) or multiple notifications in a single email (for example, an email listing all workflow documents sent to you today).

If the workflow has been configured for approval by email, the email notification contains links that enable you to approve or reject the workflow task directly from the email.


You have received the eFLOW document 1101 in workflow.

Please process the workflow within the next days.

You have received this workflow for approval.

Please review the total invoice amount, the G/L account and cost center the document will be posted against and approve the workflow if you want this invoice to be paid.

If the document should not be paid please reject the workflow back to us with a reason as note.

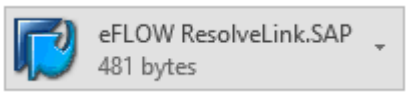
In order to approve this workflow via email please use one of the links below:

Approve Reject

Clicking on either link will generate a new email, please send it without modifying the address or the subject.

You can enter a note in the body of the response email that will be attached to the document.

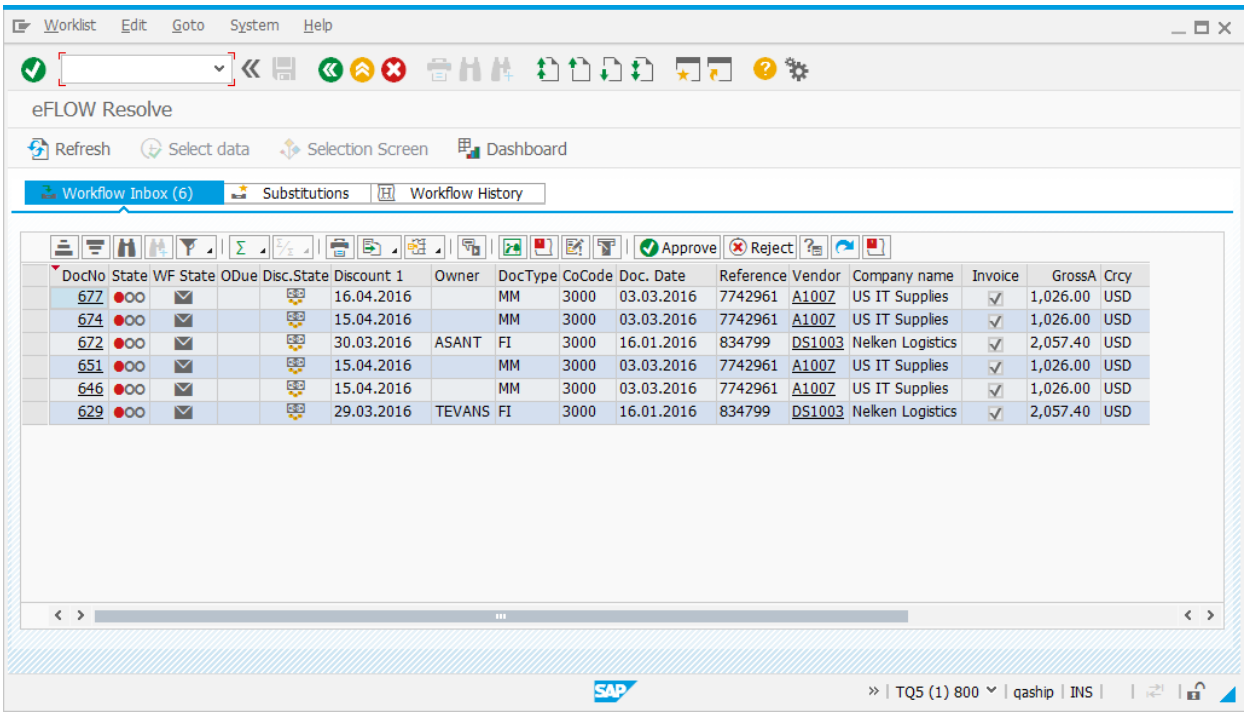
Alternatively, the email may contain an attachment with a link to the SAP GUI. Open this attachment to log on to the SAP GUI and view the document in eFLOW Resolve.



Start eFLOW Resolve

To start eFLOW Resolve, log on to SAP and enter transaction **/n/tisa/eflow_resolve**.

The eFLOW Resolve window displays the document list.

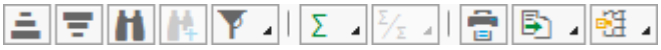


Document list

The document list displays documents in the following tabs.

Tab	Description
Workflow Inbox	All documents sent to you in workflow but not yet processed.
Substitutions	All documents sent to users for whom you act as a substitute. **Note:** This list displays documents of passive substitutes only. Documents of active substitutes are displayed in your **Workflow Inbox**. Active substitutes are intended for planned absences, such as vacation. Passive substitutes are intended for unplanned absences, such as sickness. See Assign substitutes for more information.
Workflow History	All documents sent to you in workflow that you have processed, or for which the workflow was canceled.

You can use the standard SAP functionality to work with the document list, for example, to sort the list, change the layout, or add columns.



Selection screen

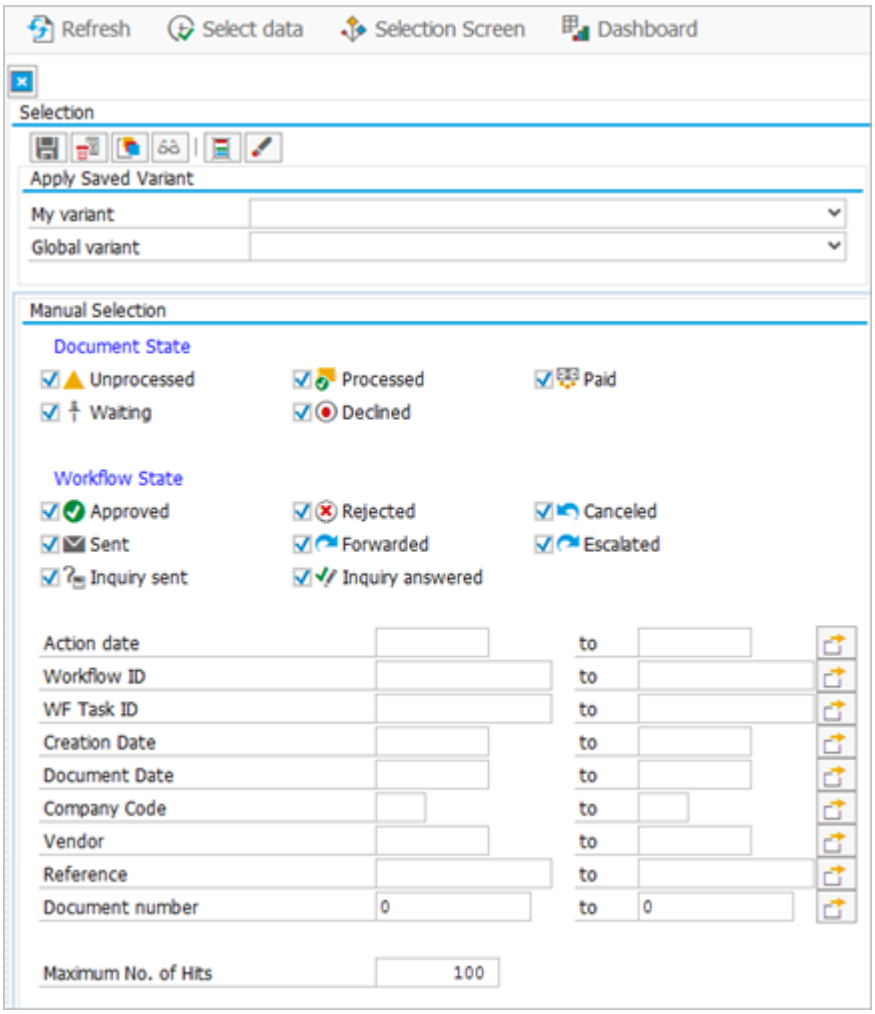
The selection screen enables you to filter the document list to display only specific documents.

Click the **Selection Screen** button to close and open the selection screen.

Enter your selection criteria and click the **Select data** button.

To restore the default selection criteria, click the **Clear selection** button .

Note: The selection screen is only available in the Workflow History tab.



Apply saved variant

Select one of your saved variants or a global variant, then click the **Select data** button. Alternatively, click the **Get Variant** button on the selection screen toolbar. This enables you to search for variants.

To create a new variant, enter selection criteria and click the **Save as variant** button.

To display details of a variant, click the **Display variant** button.

To delete a variant, select the variant and click the **Delete variant** button.

See the SAP documentation for detailed information on working with variants.

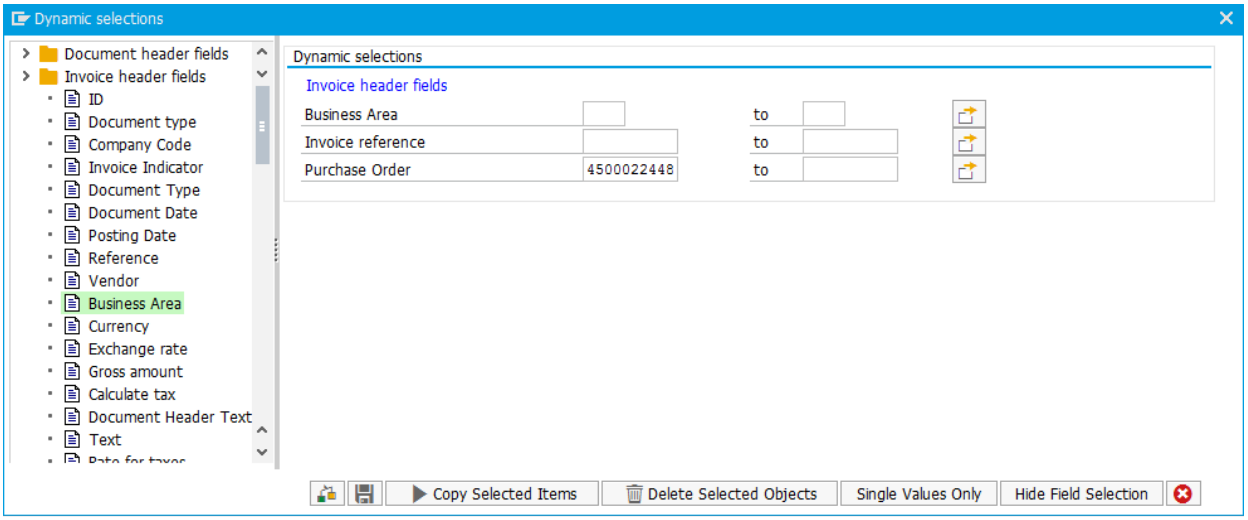
Manual selection

In this section, you can filter by document state, workflow state, or specific field values.

Additional selection fields

You can use dynamic selections to search in fields that are not available on the selection screen. Dynamic selections are temporary, that is, the fields and their values are not saved when you exit eFLOW Resolve, unless you save the selection as a variant.

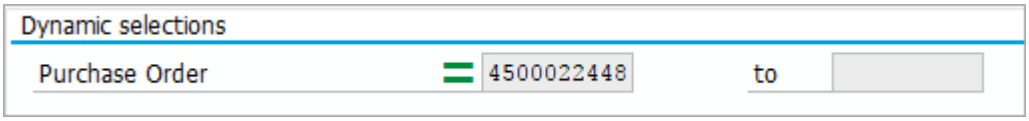
1. Click the **Add fields to selection** button .
2. Expand a folder and select the fields you want to add to the selection screen:
   - To add a single field, double-click the field name.
   - To add multiple fields, select the fields using your mouse and the CTRL or SHIFT key, then click the **Copy Selected Items** button.



   The **Document header fields** folder contains general document fields, such the document type, number or state.

3. Enter search values and click the **Save** button .

   The selected values are displayed in the selection screen.



4. In the selection screen, click the **Select data** button.

To remove dynamic selections, click the **Add fields to selection** button , select the fields in the fields list, and click the **Delete Selected Objects** button.

Button	Description
	Opens the standard SAP **Multiple Selection** dialog box, in which you can select or exclude single values or value ranges.
	Checks field values.
	Transfers the entered values to the selection screen.
Copy Selected Items	Adds the selected fields.
Delete Selected Objects	Removes the selected fields.
Hide Field Selection	Hides the fields list. Click the **New Field Selection** button to display the list again.
Single Values Only	Displays only a single input box for each field. Click the **Ranges** button to display two input boxes again.
	Closes the dialog box without saving.

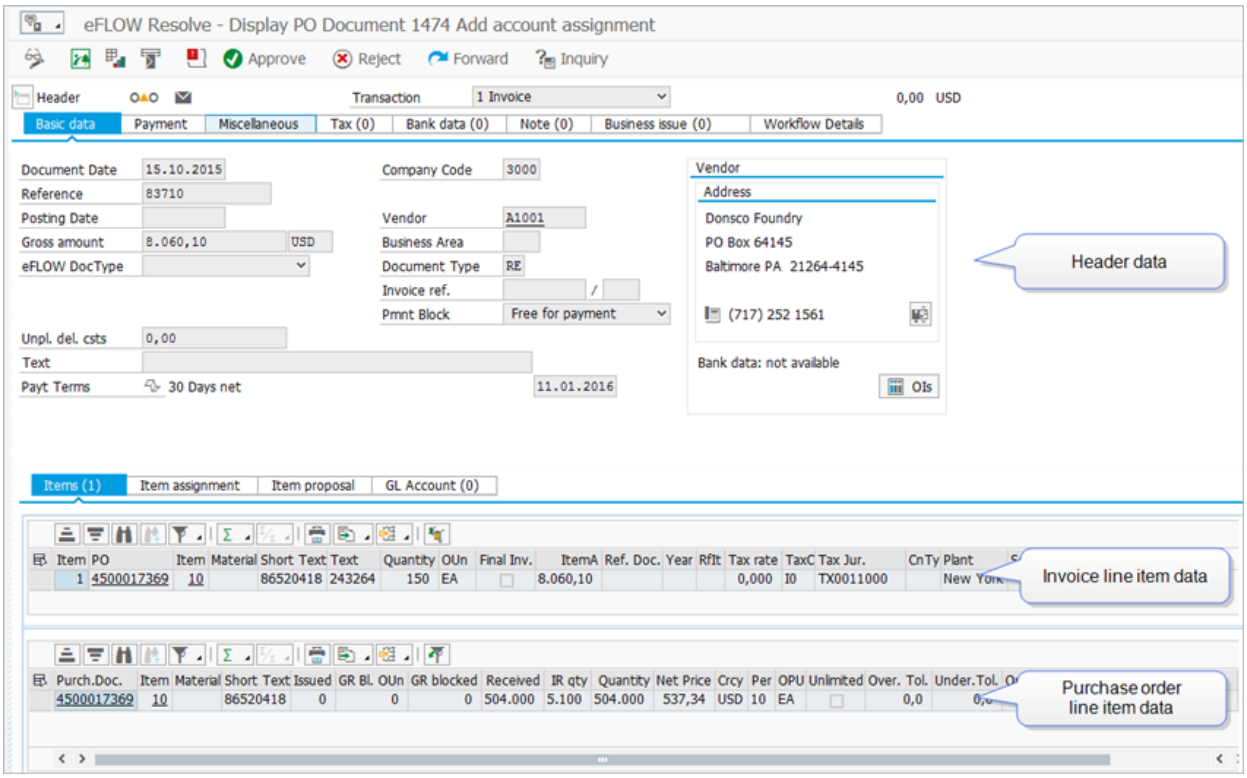
Document detail

To open the document detail, in the document list **DocNo** column, click the document number.

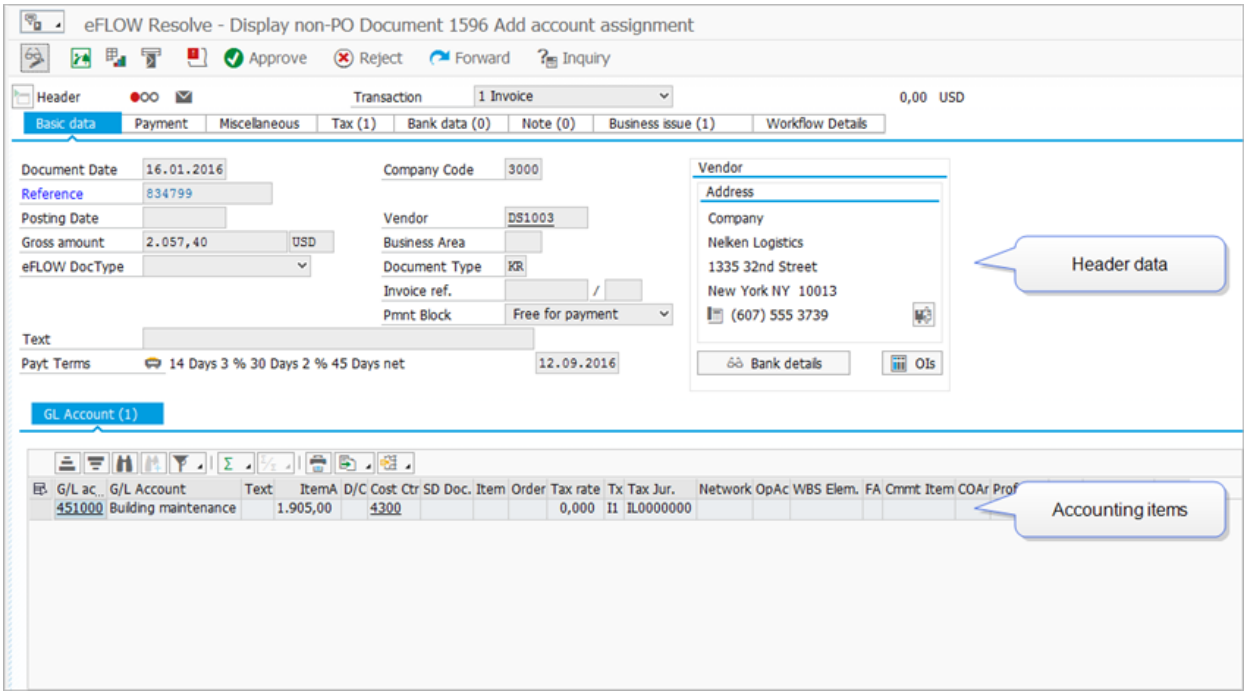
A document may be one of the following AP document types:

- **PO invoice**: An invoice that references a purchase order.
- **Non-PO invoice**: An invoice without reference to a purchase order.
- **Down payment request**: A document that serves as a reference for posting a down payment in SAP, or as a document for the SAP dunning program. Down payment requests require entry of a special G/L indicator, which is used later in SAP to post the down payment.
- **Accrual posting**: Accrual posting documents are created from the eFLOW Control Accrual Report. Accrual postings enable you to record expenses in the period in which they occur, even if they are invoiced at a later date. Accrual postings require entry of a reversal reason and reversal date. After they are posted to SAP, accrual postings are automatically reversed on the reversal date by the SAP Accrual Engine.

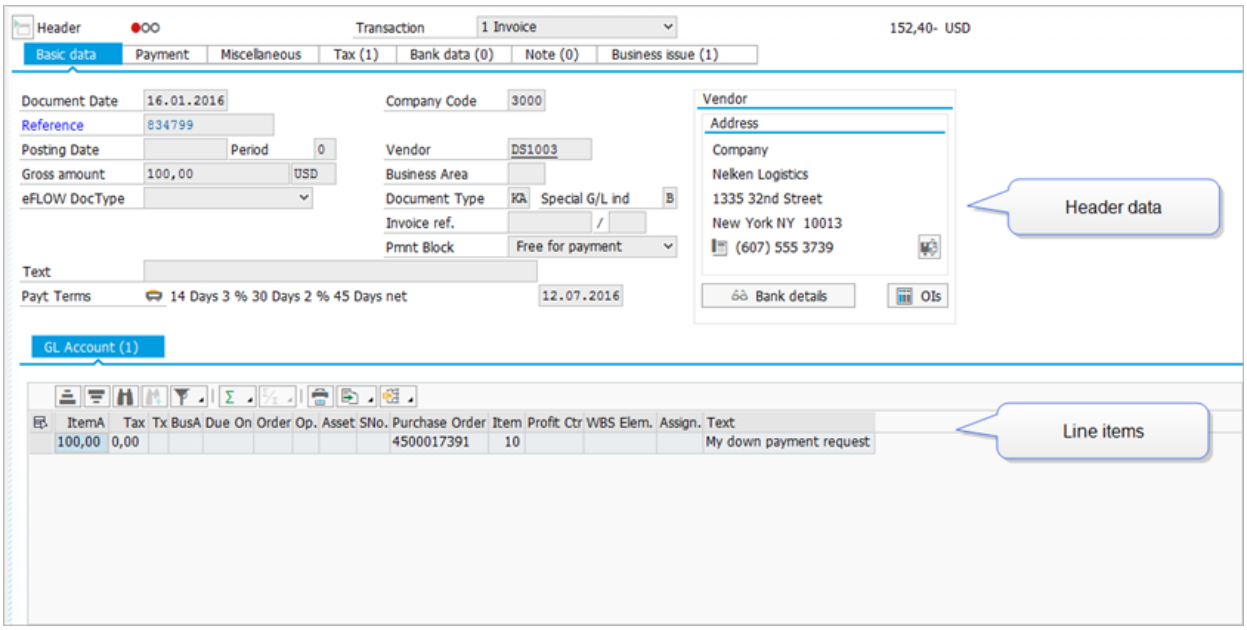
PO invoice



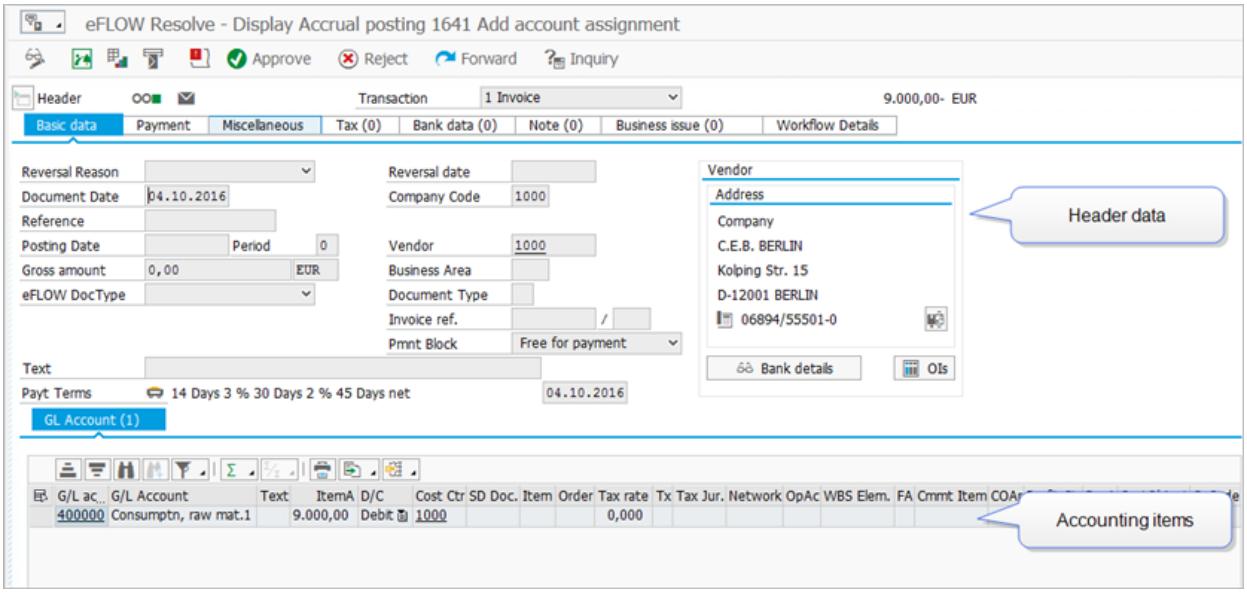
Non-PO invoice



Down payment request



Accrual posting



Information is displayed in the following tabs:

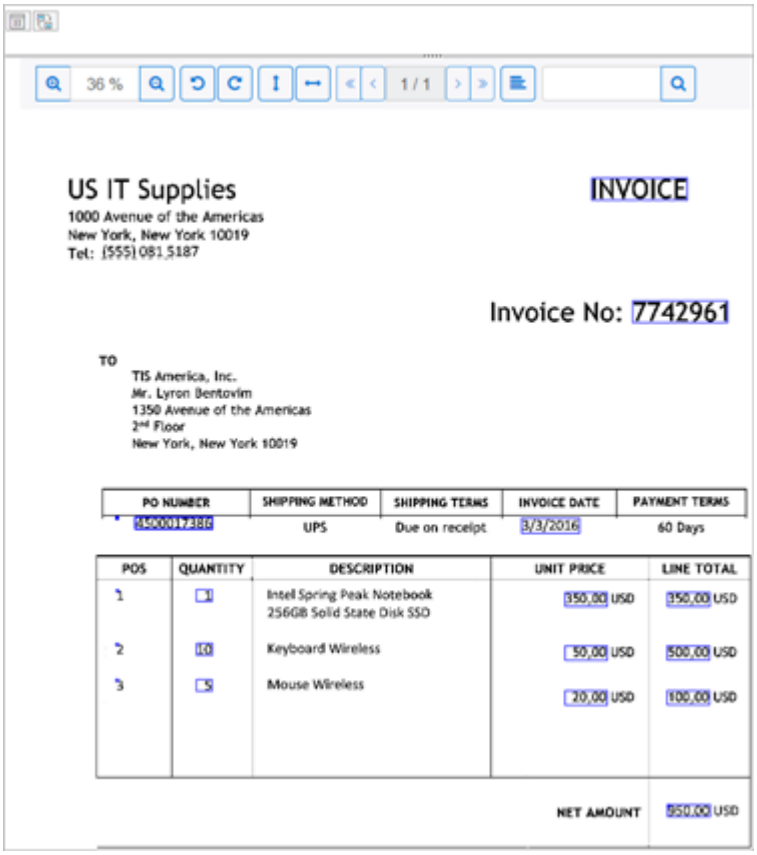
Tab	Description
Basic data	Displays general information about the document. eFLOW document types are customer-specific and are defined in the system configuration. They enable different configurations for different types of documents.
Payment	Displays payment data. The default payment terms for a document are taken from the purchase order or from the vendor master data.
Miscellaneous	The **Miscellaneous** tab is only displayed if additional fields for this tab have been defined in the system configuration.
Tax	Displays tax data. If you check the **Calculate tax** setting, the system calculates the taxes automatically during simulation or posting, based on the tax code and amount specified in the invoice line items. If the setting **Calculate taxes on net amount** is activated in FB00, the tax is calculated on the net amount, otherwise it is calculated on the gross amount. The parameter **F02** must be maintained in your user profile; the values for this parameter are updated automatically from the settings in FB00. **Note:** If taxes are calculated on the gross amount, the tax amounts calculated are not displayed after simulation.
Bank data	Displays bank data. **External bank data** displays bank details from the invoice image. **Master data** displays bank details from the vendor master record.
Note	In the **Notes** tab, you can add notes to communicate with other users. See Notes.
Business issue	The **Business issue** tab provides details of errors in the document. See Locate errors.
Workflow Details	In this tab, you can view details of the workflow, such as the due date or instructions for processing the workflow.

Display information

This section explains how to display different types of information.

Document image

To display the document image, click the **Show image** button .



Fields that were recognized in eFLOW Extract are highlighted on the image.

Use the following buttons to work with the viewer.

Button	Description
	Close the viewer.
	Display the viewer docked to the screen or in a separate window.
	Increase the image size.

Button	Description
23 %	Specify the image size as a percentage of its full size.
	Decrease the image size.
	Rotate the image counter-clockwise.
	Rotate the image clockwise.
	Display the entire page.
	Display the full page width.
« ‹ 1 / 4 › »	For multi-page images, go to the first, next, previous, or last page.
	Display or hide the field highlights.
	Search for text on the current page. Found values are highlighted in red as you type. You must enter at least three characters.

Vendor

To open the vendor details in the standard SAP transaction, select the menu item **Go to > Show Vendor**, or double-click the vendor number in the document list or document detail.

Purchase order

To open the purchase order in the standard SAP transaction, select the menu item **Go to > Show purchase order**, or click the purchase order number in the document list or document detail.

Invoice document

For posted documents with reference to a purchase order, you can view the posted SAP invoice document. Select the menu item **Go to > Show MM Invoice**, or double-click the invoice number in the document list or document detail.

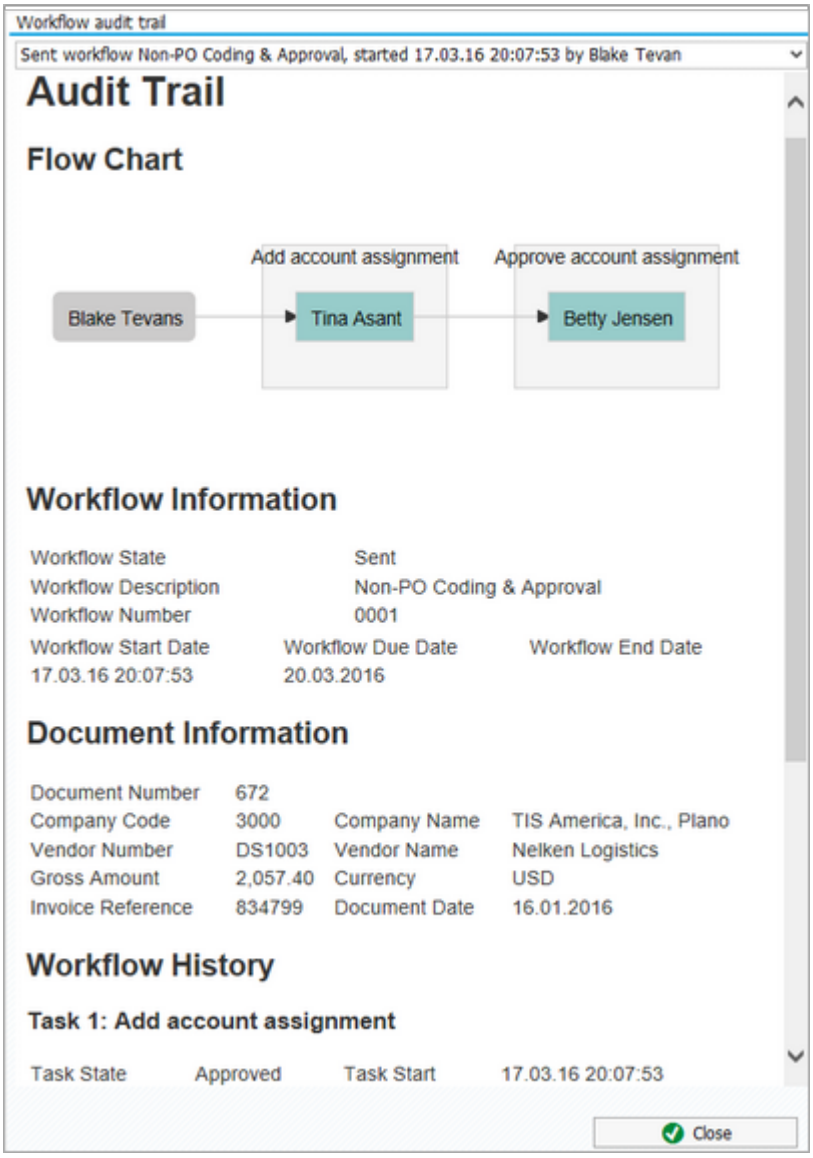
Accounting document

For posted documents with and without reference to a purchase order, you can view the posted SAP accounting document. Select the menu item **Go to > Show FI Invoice**, or double-click the invoice number in the document list or document detail.

Workflow audit trail

The workflow audit trail provides information about all workflows a document was sent to.

To view the workflow audit trail, click the **Workflow audit trail** button .



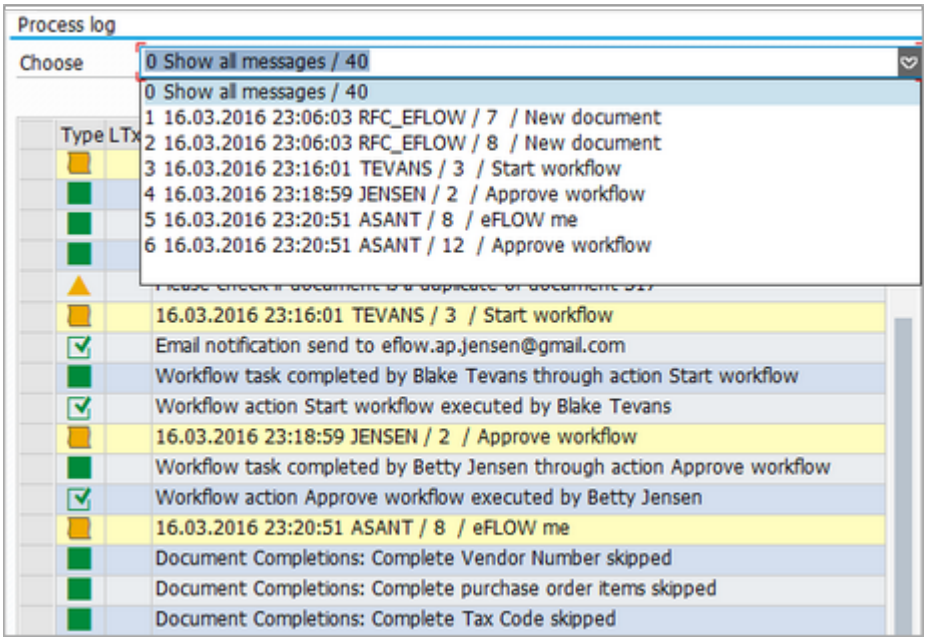
Process log

The process log records all messages and actions that occurred during the processing of a document.

To open the process log, select the menu item **Edit > Process log**.

By default, only the messages for the last action are displayed. Select a different action from the list to display the messages for that action, or **Show all messages** to display all messages for the document.

If available, you can click the **Long text** button to view detailed information about the message.

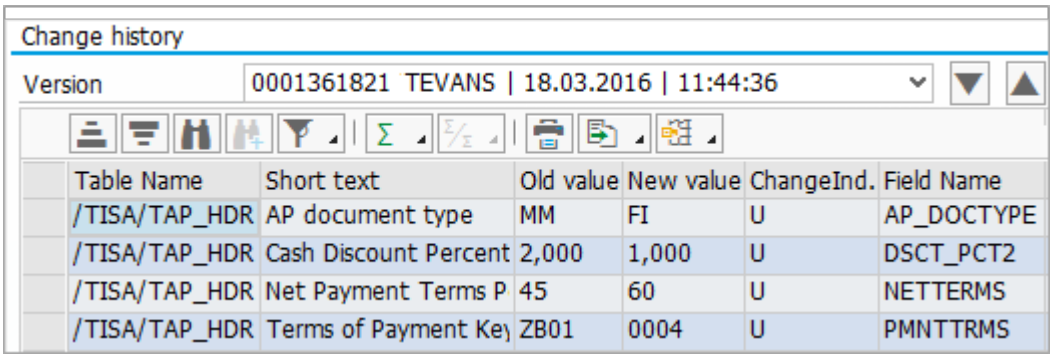


Change history

Every time a document is changed and saved, eFLOW Control creates a new document version.

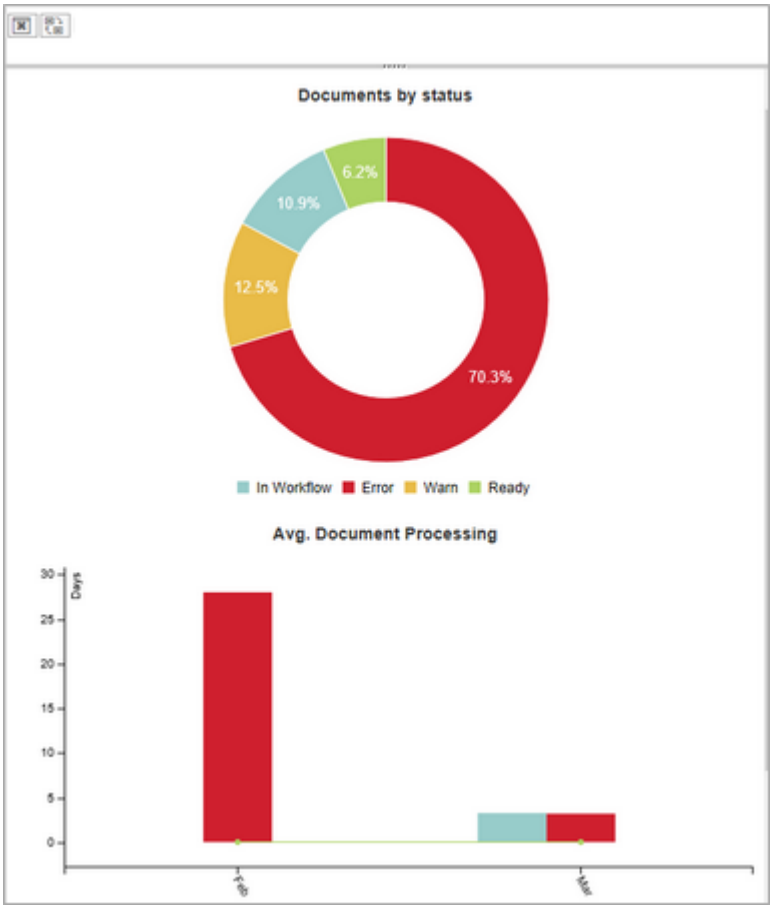
You can view previous versions of a document to see which values have changed.

1. Select the menu item **Edit > Change history**.
2. In the **Version** list, select a version of the document, or select **Display all changes**.



Statistics

To display statistical graphs about the documents in the system, click the **Dashboard** button



Complete documents

This section explains how to correct errors in documents and complete the data so that the document can be posted to SAP after the workflow has finished.

> **Note:** Which data you can edit depends on the workflow configuration. Some workflows may allow approval only, and some may also allow editing of certain information.

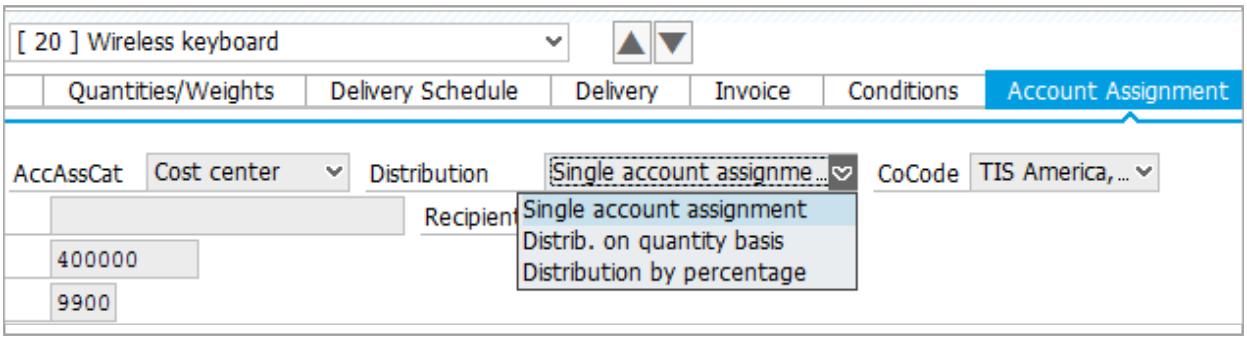
Assign accounts

To assign accounts to invoice line items, in the document detail, in change mode, click the **GL Account** tab and enter the account details.

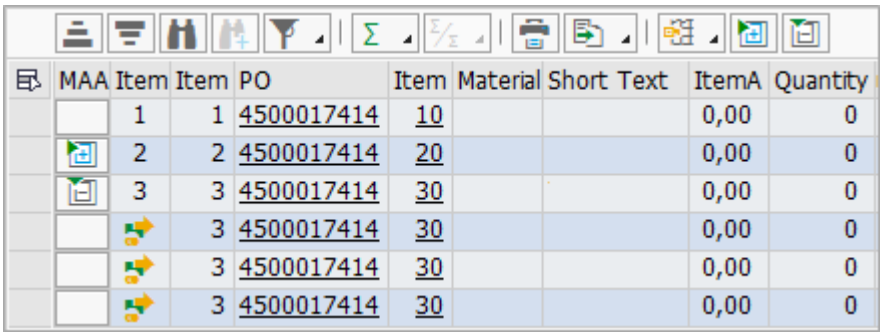
> **Note:** For PO-related invoices, you can use the **GL Account** tab to enter accounting details not directly related to the PO items, such as unplanned costs (for example, freight costs). Accounting details for items directly related to the PO items should be entered in the **Items** tab.

Account assignment for PO invoices

For PO-related invoices, you assign accounts in the **Items** tab. You can assign multiple accounts to invoice items for which account assignment distribution has been activated in the purchase order.



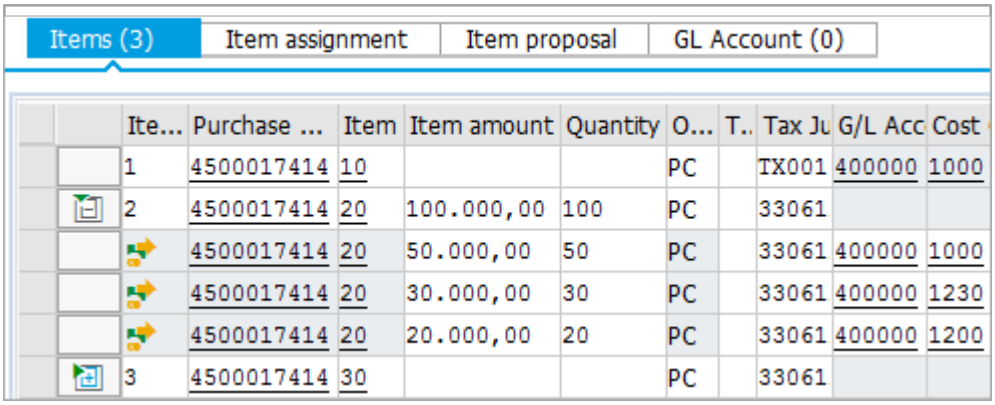
Line items for which multiple account assignment is possible have a button in the **MAA** column. Click the **Expand Multiple Acct Assgt** button to display the account assignment lines for a line item, and the **Collapse Multiple Acct Assgt** button to hide the account assignment lines. To display or hide account assignment lines for all line items, click the corresponding button on the line items toolbar. Account assignment lines are indicated by the **Multi Accounting** icon.



MAA	Item	Item	PO	Item	Material	Short Text	ItemA	Quantity
	1	1	4500017414	10			0,00	0
	2	2	4500017414	20			0,00	0
	3	3	4500017414	30			0,00	0
		3	4500017414	30			0,00	0
		3	4500017414	30			0,00	0
		3	4500017414	30			0,00	0

To add accounts for a line item:

1. In change mode, click the **Expand Multiple Acct Assgt** button to display the account assignment lines.



Ite...	Purchase ...	Item	Item amount	Quantity	O...	T..	Tax Ju	G/L Acc	Cost
1	4500017414	10			PC		TX001	400000	1000
2	4500017414	20	100.000,00	100	PC		33061		
	4500017414	20	50.000,00	50	PC		33061	400000	1000
	4500017414	20	30.000,00	30	PC		33061	400000	1230
	4500017414	20	20.000,00	20	PC		33061	400000	1200
3	4500017414	30			PC		33061		

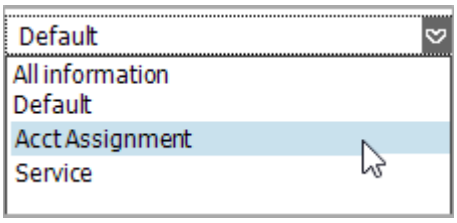
2. Enter values in the **Item amount** and **Quantity** fields for each account assignment line, then press ENTER or click the **Save** button.

> **Note:** Do not enter data in these fields at line item level for line items with multiple account assignments. The total for the line item is automatically calculated.

3. (Optional) To add additional account assignment lines, select the line item, then click the **Insert Multiple Acct Assgt** button on the toolbar below the line items.

4. (Optional) By default, the accounting fields (**G/L Account**, **Cost Center**, etc.) are filled with the values from the purchase order. You can change these values if necessary.

   The selection list on the toolbar below the **Items** list enables you to change the column layout of the line items table to quickly access the fields you need.



   This selection list is only available in change mode. To change the layout in display mode, use the **Choose layout variant** button on the toolbar above the **Items** list.

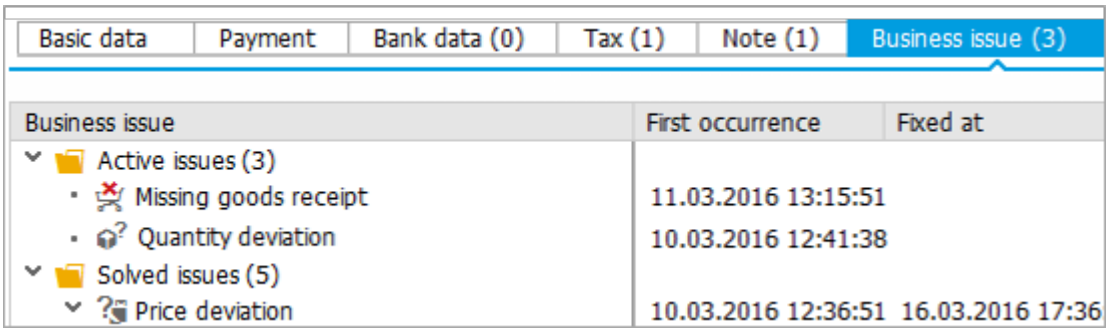
5. Click **Save**.

Locate errors

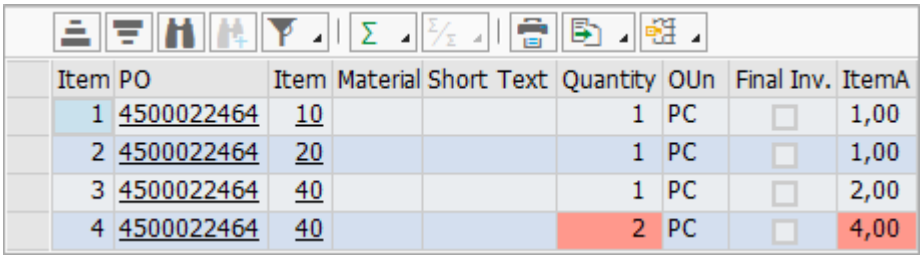
Errors in documents are listed in the **Business issue** tab in the document detail.

> **Note:** Which errors are displayed here depends on your system configuration. In general, the errors displayed in this tab relate directly to the business process. Technical errors, warning messages, or other messages that do not relate directly to the business process, can be viewed in the process log.

The **Active issues** folder displays open errors in the document. The **Solved issues** folder displays errors that have already been corrected.



Fields with errors are highlighted in the line items area.

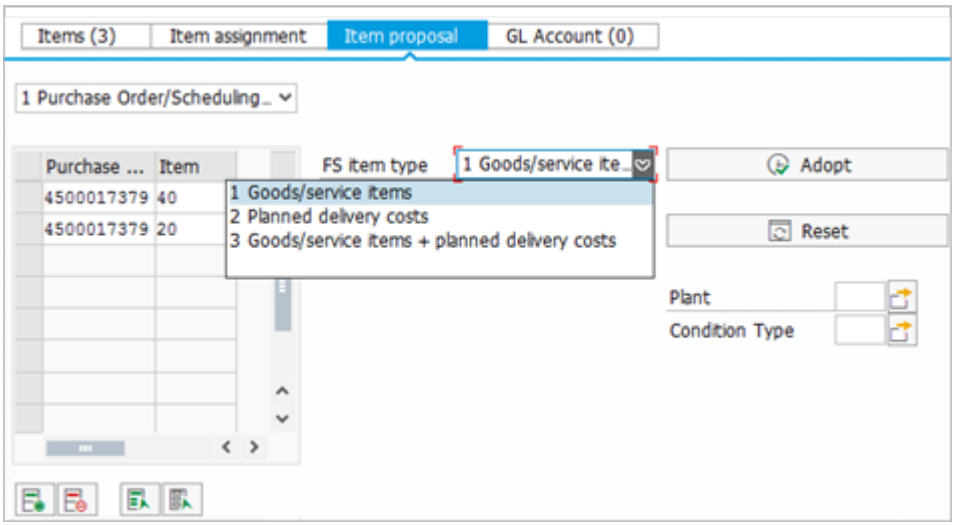


Item	PO	Item	Material	Short Text	Quantity	OUn	Final Inv.	ItemA
1	4500022464	10			1	PC		1,00
2	4500022464	20			1	PC		1,00
3	4500022464	40			1	PC		2,00
4	4500022464	40			2	PC		4,00

Propose line items

eFLOW Control can automatically add line items from a selected purchase order, scheduling agreement, delivery note or service entry sheet to the invoice.

1. In the document detail line items area, in change mode, click the **Item proposal** tab.
2. Select the reference document type to use for proposal.
3. Enter the document numbers to use.
4. Select the **FS item type**.



5. Click **Adopt billable** or **Adopt all**.

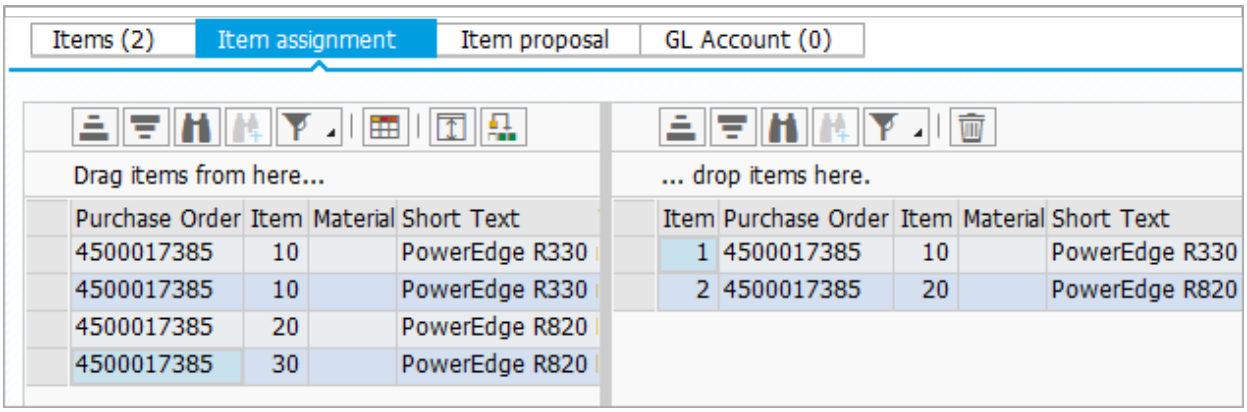
The proposed line items replace the existing line items.

Assign line items

You can assign the purchase order line items to the invoice line items using drag and drop.

1. In the line items area, in change mode, click the **Item assignment** tab.

   By default, the purchase order line items are displayed on the left, and the invoice items on the right. To display the purchase order items above the invoice items, click the **Expand vertical** button  .



2. Perform one of the following actions:

   To assign a purchase order item to an invoice item:

   - Click on the PO item, then holding down the mouse button, drag the item over the invoice item and release the mouse button.
   - Select the invoice item and double-click the PO item. The PO item is assigned to the invoice item.

   To add a new purchase order item to the invoice:

   - Click on the PO item, then holding down the mouse button, drag the item below the invoice items and release the mouse button.
   - Select the item and click the **Add item to document** button . Using this method, you can add multiple items to the invoice.

   To remove a purchase order item from the invoice, select the item and click the **Delete** button .

> **Note:** At small screen resolutions (less than 1024 x 768), buttons for the standard SAP list functions (such as sorting, filtering, or finding) may not be available on the **Item assignment** toolbar.

Create a goods receipt or SES

To create a goods receipt or service entry sheet for an invoice line item, in the document detail, click the **Items** tab and select the line item, then click the **Enter goods receipt/SES** button .

The SAP transaction MIGO or ML81N opens.

After you post the goods receipt or service entry sheet, the eFLOW Control document is updated accordingly.

Tag a document

You can assign tags to documents as visual indicators that categorize, prioritize, or draw attention to the documents. Assigned tags are displayed above the header tabs in the document detail.

1. Click the **Tag document** button .
2. In the **Tag document** dialog box, in the **Available Tags** list, select one or more tags and click the **Add tag** button .
3. Click the **Tag document** button.

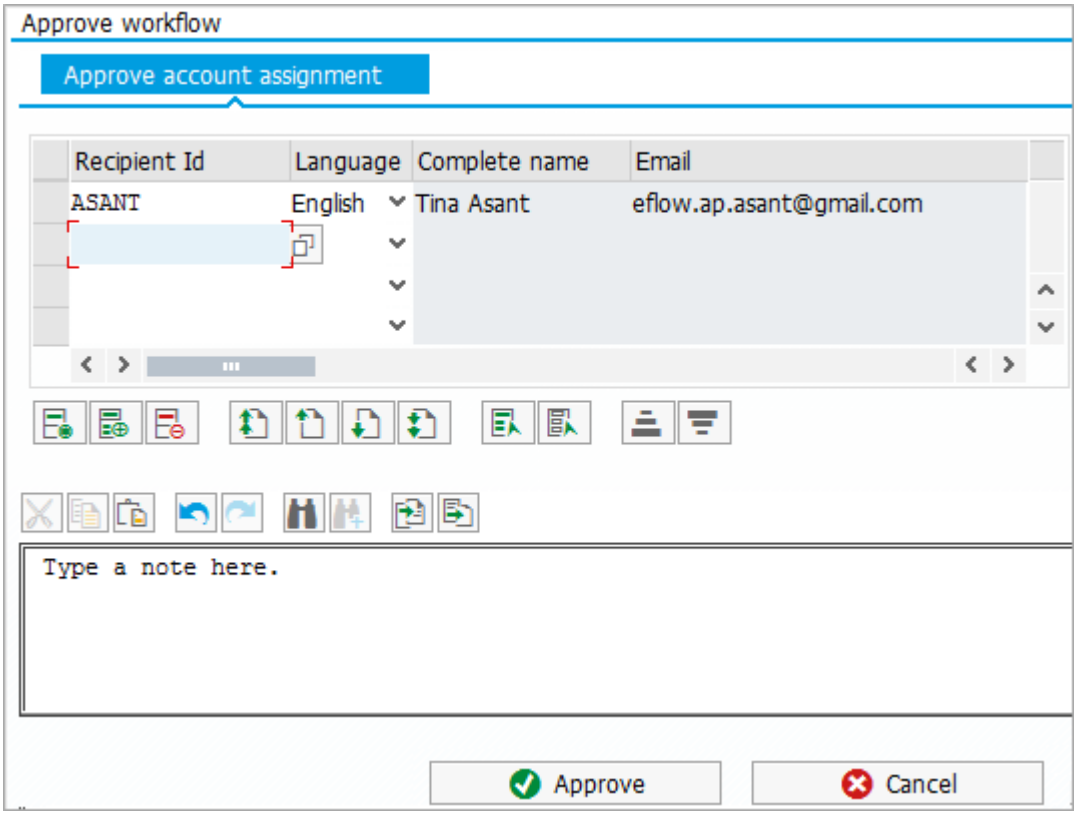
Workflow actions

This section explains the actions you can take when processing documents in workflow.

Approve a document

Click the **Approve workflow** button .

If the workflow has a next step which is configured for manual assignment of recipients, you must add recipients. Optionally, you can also type a note.



Reject a document

To reject a document, click the **Reject workflow** button .

Forward a document

You can forward documents to another user. Forwarding passes responsibility for the document to that user. The document is no longer displayed in your worklist.

1. Click the **Forward workflow** button .
2. Enter a recipient and click the **Forward workflow** button.

Send an inquiry

You can send inquiries to obtain information from other users.

1. Click the **Send inquiry** button .
2. Enter a recipient and type your inquiry in the text box.
3. Click the **Send inquiry** button.

The document status changes to **Inquiry sent** . The document appears in the inquiry recipient's **Workflow Inbox**. You can view your inquiry and the recipient's answer in the **Note** tab in the document detail.

If you approve the workflow before the inquiry has been answered, the inquiry is canceled and the document is removed from the inquiry recipient's document list.

Answer an inquiry

When another workflow processor sends you an inquiry about a document, the document appears in your **Workflow Inbox** with the status **Inquiry sent** .

To view the inquiry, open the document and click the **Note** tab.

To answer the inquiry, enter text in the text box and click the **Save note** button, then click the **Answer** button on the toolbar.

The document is removed from your inbox.

Communication

You can use notes and messages to communicate with other people. You can also add attachments to documents.

Notes

Notes enable you to communicate with other users within eFLOW Control and eFLOW Resolve. Notes are displayed in the **Note** tab in the document detail. They are saved with the document as an attachment and permanently archived. Notes are not passed to the SAP document.

1. Click the **Note** tab.
2. To add a note, type in the text box on the right and click the **Save note** button.
3. Click the arrows to view or hide the entire note text, or the buttons to view or hide all note texts.

Messages

You can send email messages to any valid email address. eFLOW Resolve provides customizable, predefined message templates. The invoice image is attached to the message as a PDF file.

1. Click the **Send message** button .
2. Enter the email addresses to send the message to. The vendor email address is inserted by default.
3. Click the **Insert Row** or **Delete Row** button to add or remove recipient addresses.
4. Enter the message text:
   - To use a template, select the **Language** and then the **Template**. Depending on the system configuration, some templates may only be available for specific company codes.
   - To use your own text, type the text in the lower text box. If you select a template, the template text and your own text appear in the message. To use only your own text, select the blank entry in the **Template** list.
5. Click the **Send** button.

Attachments

You can add files as attachments to eFLOW Control documents. Attachments are available in the eFLOW Control document and, after posting, in the corresponding SAP document.

To add an attachment:

1. Click the **Services for Object** button .
2. Click the **Create** button and select **Store Business document**.
3. Select a **Document Type** and then drag and drop the file from your file system into the empty field.
4. Click the **Continue** button .

To view attachments, click the **Services for Object** button and then click the **Attachment list** button . Double-click the attachment to open it.

User settings

You can select various user-specific settings to control certain aspects of the system behavior. See the sections below for details.

To change user settings:

1. Select the menu item **Go to > User settings**.
2. Click on the appropriate tab.
3. Change the settings.
4. Click the **Save** button.

To revert to the default settings, click the **Defaults** button.

General

Setting	Description
Dialog presentation	Determines how dialogs, such as the **Workflow audit trail** or the **Send message** dialog, are displayed. **Mode Docked**: Dialogs are displayed in a fixed position either on the left or right of the screen, depending on the selected **Docked position** setting. **Mode Popup dialog**: Dialogs are displayed in a popup window and can be moved around on the screen.

Setting	Description
Viewer presentation	Determines how the document viewer, which displays the document image or statistics, is displayed. **Mode Docked**: The viewer is displayed in a fixed position either on the left or right of the screen, depending on the selected **Docked position** setting. **Mode Popup dialog**: The viewer is displayed in a popup window and can be moved around on the screen. **Default position** button: Only applicable if **Popup dialog** is selected. If you move the viewer on the screen, it remains in that position next time you open the viewer. Click this button to return the viewer to its default position at the top left of the screen the next time you open the viewer.

Worklist

Setting	Description
Select data and close selection screen	☑ Checked: The selection screen closes when you click the **Select data** button . ☐ Cleared: The selection screen remains open when you click the **Select data** button . You must manually close the selection screen by clicking the **Selection Screen** button .
Start with	Specifies which selection screen settings to use when you start eFLOW Control.
Start with quick selection	Loads a specific when you start eFLOW Control or open the selection screen. This setting is only applied if you select **Quick selection** in the **Start with** list.
Start with variant	Loads a specific when you start eFLOW Control or open the selection screen. This setting is only applied if you select **Variant** in the **Start with** list.
Maximum No. of Hits	Specifies the default number of documents that are displayed in the document list. You can change this number in the selection screen for individual searches.

Document

Setting	Description
Open document always in change mode	☑ Checked: Opens documents in change mode. ☐ Cleared: Opens documents in display mode. You must manually switch to change mode by clicking the **Display/Change mode** button .
Item variant	Specifies the default column layout of the invoice line items table in PO invoices.
Expand items	Applies to invoices with multi-account assignment. ☑ Checked: The account assignment lines for all line items are automatically displayed. ☐ Cleared: Accounts assignment lines are not automatically displayed. You can display them by clicking the **Expand Multiple Acct Assgt** button. See Account assignment for PO invoices for more information.
Action after processing document	Specifies what happens when you finish processing a document: ▪ Go back to the document overview list ▪ Go to the next document ▪ (Blank entry) Remain in the processed document

Assign substitutes

You can assign other users as substitutes to process your workflows during your absence.

Your documents are displayed in both your document list and the document list of the substitute. If the substitute processes a document (for example, approves it), the document is no longer displayed in your document list.

Active substitutes

Active substitutes are intended for planned absences, such as vacation.

Active substitutes can display and process your documents for a specified time period. They receive email notifications when a document is sent to you in workflow during that time period.

Documents of active substitutes are indicated by the **Substituted active** icon in the document list **Workflow Inbox** tab.

Passive substitutes

Passive substitutes are intended for unplanned absences, such as sickness.

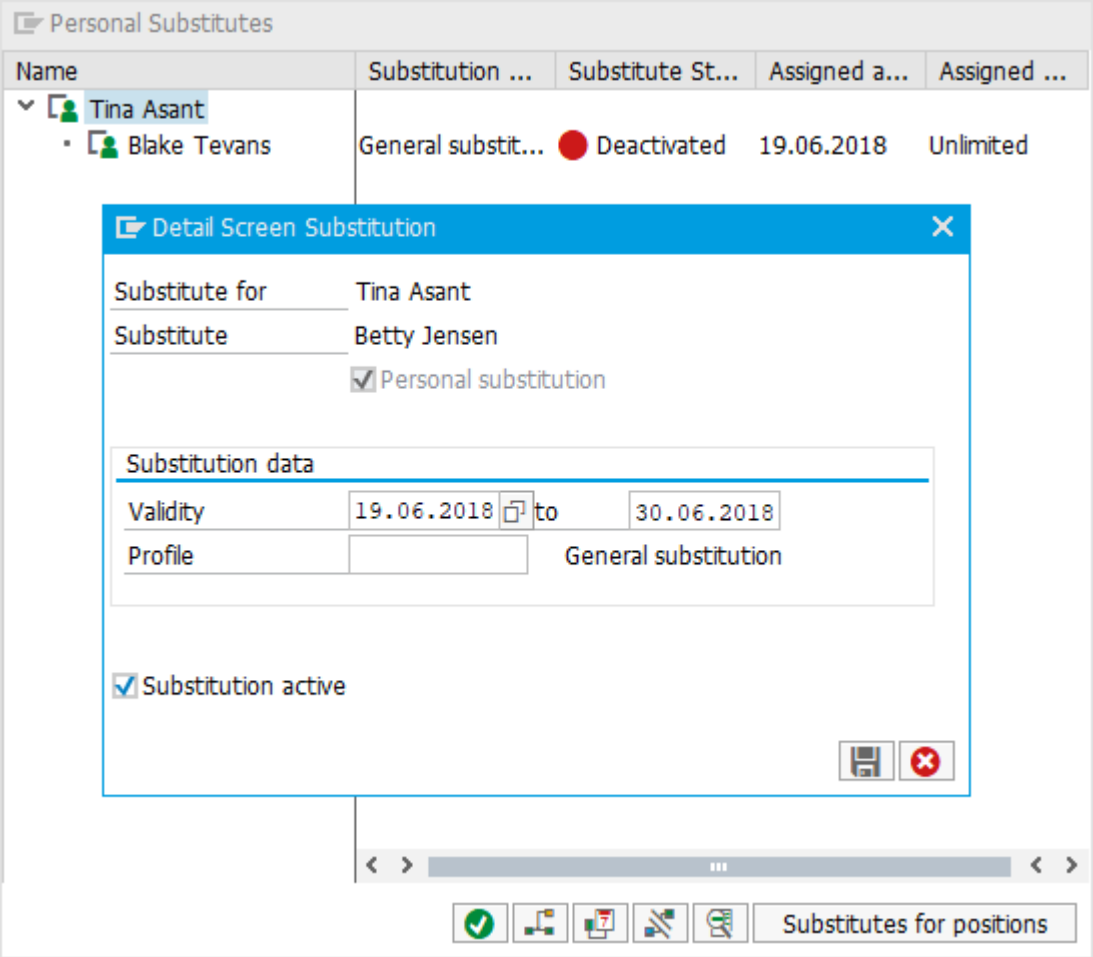
Passive substitutes are assigned for an unlimited time period. They receive no email notifications.

Documents of passive substitutes are displayed in the document list **Substitutions** tab.

Assign a substitute

You assign substitutes in the SAP Business Workplace.

1. Go to transaction SBWP.
2. In the **Settings** menu, select **Workflow settings > Maintain substitute**.
3. Select your name, then click the **Create substitute** button to add and activate substitutes. See the SAP documentation for more information.



Reference

This section provides quick reference information.

Document statuses

Status	Description
	Error. The document cannot be posted.
	Warning. The document contains warning messages, but posting is possible.
	Ready. The document is free of errors and can be posted.
	Posted to SAP.
	Parked.
	Posted and paid.
	The document is in the waiting queue.
	Declined. The document can no longer be edited.

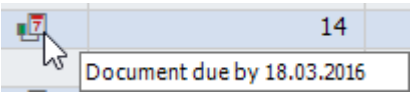
Workflow statuses

Status	Description
	Sent.
	Sent to a user for whom you are an active substitute.
	Approved.
	Rejected.
	Canceled.
	An inquiry has been sent.

Status	Description
	An inquiry has been answered.

Discount statuses

Discount statuses are calculated based on the payment terms defined in the document. If different cash discounts are specified (for example, 14 days 3%, 30 days 2%, 45 days net), eFLOW Control displays different icons to indicate which discount date is approaching. To view the exact date until which the discount is offered, position the mouse cursor over the icon:



Status	Description
	The first discount date is approaching.
	The first discount date has passed, the second discount date is approaching.
	The first and second discount dates have passed, the net payment terms date is approaching.
	Payment is overdue.

Shortcut keys and toolbar buttons

Action	Shortcut	Button
Go back	F3	
Cancel	F12	
Close eFLOW Resolve	Shift + F3	
Refresh the document list to show the latest changes	Shift + F9	
Display the document detail	F9	
Display or refresh the image viewer	Ctrl + F1	

Action	Shortcut	Button
Display the vendor in SAP	Ctrl + Shift + F5	
Display the purchase order in SAP	Ctrl + Shift + F6	
Display the accounting document in SAP	Ctrl + Shift + F7	
Display the invoice document in SAP	Ctrl + Shift + F8	
Display the workflow audit trail	Shift + F5	
Display the process log	Ctrl + F3	
Display the change history	Ctrl + F11	
Display statistics	Shift + F11	
Add or remove a tag	Shift + F4	
Send a message	Ctrl + F2	
Approve a document	F6	
Reject a document	F7	
Forward a document	Shift + F4	
Send an inquiry	Shift + F6	