SAP VIM Workplace User Guidelines

Author:	Swisslog Logistics Automation - Americas
Document:	SAP Vendor Invoice Management (VIM) Workplace User Guidelines
Date:	February 2019
Version:	1.0

Changes History

Version	Date	Author	Remarks
1.0	February 2019	Swisslog LA - Americas	Initial document

Purpose

This document was created to support all SAP VIM Workplace users in efficiently participating in the invoice workflow during different parts of the process. Each user is defined and includes step-by-step processes for completing their tasks to ensure a PO is approved and sent to Accounts Payable (AP). Additionally, this document includes troubleshooting steps for common errors.

Accounts Payable Contacts

Invoice Submission
1110@apinvoice.swisslog.com

Inquiries
finance@swisslog.com

Accounts Payable Specialist
Katherine Donovan
Katherine.donovan@swisslog.com
757-820-4425

Senior Accounts Payable Specialist
Jennifer Chappell
Jennifer.chappell@swisslog.com
757-820-4469

Accounting Manager (for escalation)
Geysha Quesada
Geysha.quesada@swisslog.com
757-820-4460

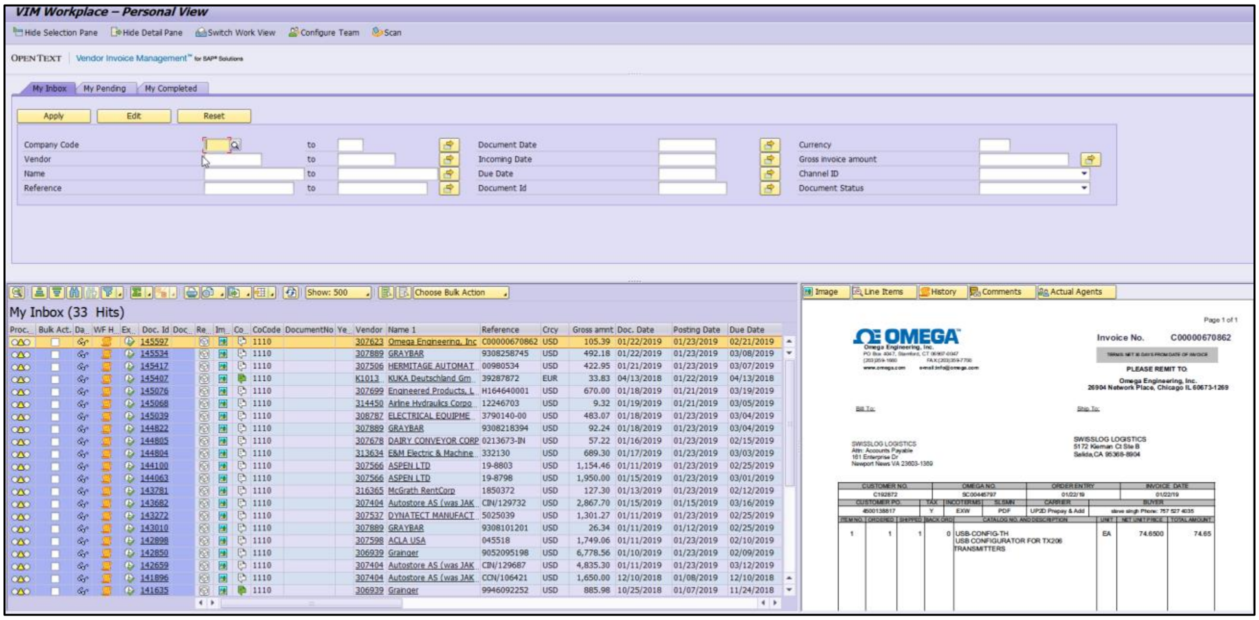
VP Finance & Controller (for escalation)
Stephen Jutz
Stephen.jutz@swisslog.com
757-820-3467

Contents

Introduction

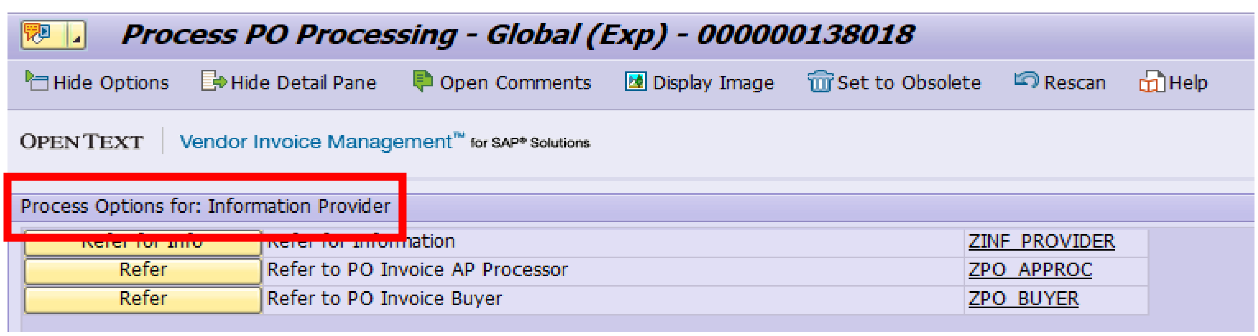
SAP VIM Workplace

The Vendor Invoice Management (VIM) Workplace is the workflow system for all business transactions. This system communicates the status of changes or necessary approvals for invoices. As a user of the VIM workplace, you will take on each role during different parts of the invoice workflow.



Roles and Responsibilities

As a VIM user, you will be taking on different roles and responsibilities throughout the invoicing process. At one time, you may serve multiple roles for each invoice in process. You can identify the role you are serving for any invoice in the Process Options window. In the example below, the role is **Information Provider.**



Important: Accounts Payable (AP) will add comments to invoice transactions when routing to buyers, requisitioners, receivers, and for information. These comments will give you detail regarding what is required for processing. Please see the comments for these roles!! Do not assume all items in your workflow are waiting to be approved.

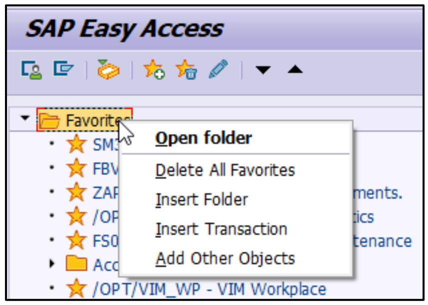
Table 1: Roles and Tasks

Role	Role Name in SAP VIM	Tasks
Approver **[PO/Non-PO]**	ZPO_APPROC ZNPO_APPROC	Approve the invoice
Buyer **[PO]**	ZPO_BUYER	• Submit change order to increase funds on the PO • Change line item amounts • Clarity regarding the PO number • Discrepancies between the PO and the invoice • Change to unit price
Information Provider	ZINF_PROVIDER	Provide missing details or required clarification
Receiver **[PO]**	ZRECEIVER	Complete goods receipt to allow AP to apply funds to PO lines for processing
Requisitioner **[PO/Non-PO]**	ZREQUISITIONER	• Resolve discrepancies between the PO and vendor billing, usually for items the vendor is billing for that do not appear on the PO • Provide new vendor details • Correct vendor details • Provide missing details, such as PO number, project or related cost center number • Reconcile duplicate billing issue

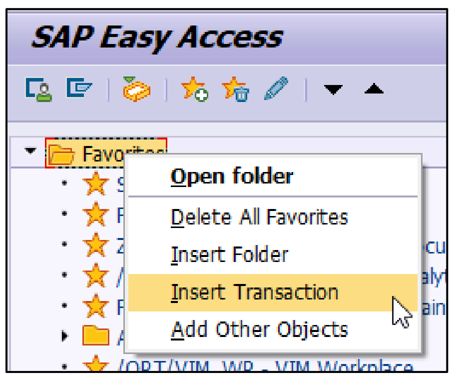
Basic Navigation and Functionality

Favorite SAP VIM Workplace

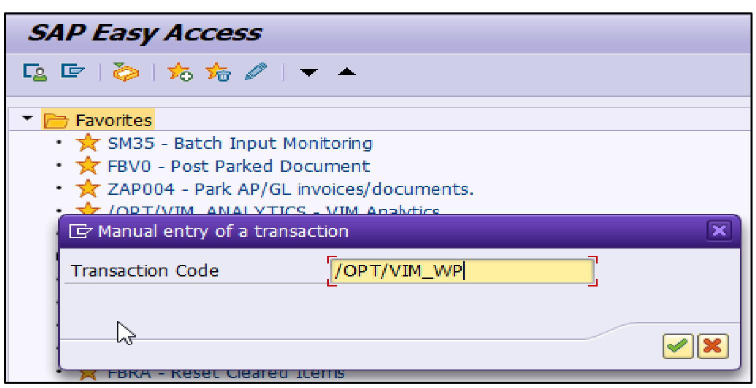
1. Right click on your favorite folder from the SAP Easy Access Menu.



2. Select **Insert Transaction**.



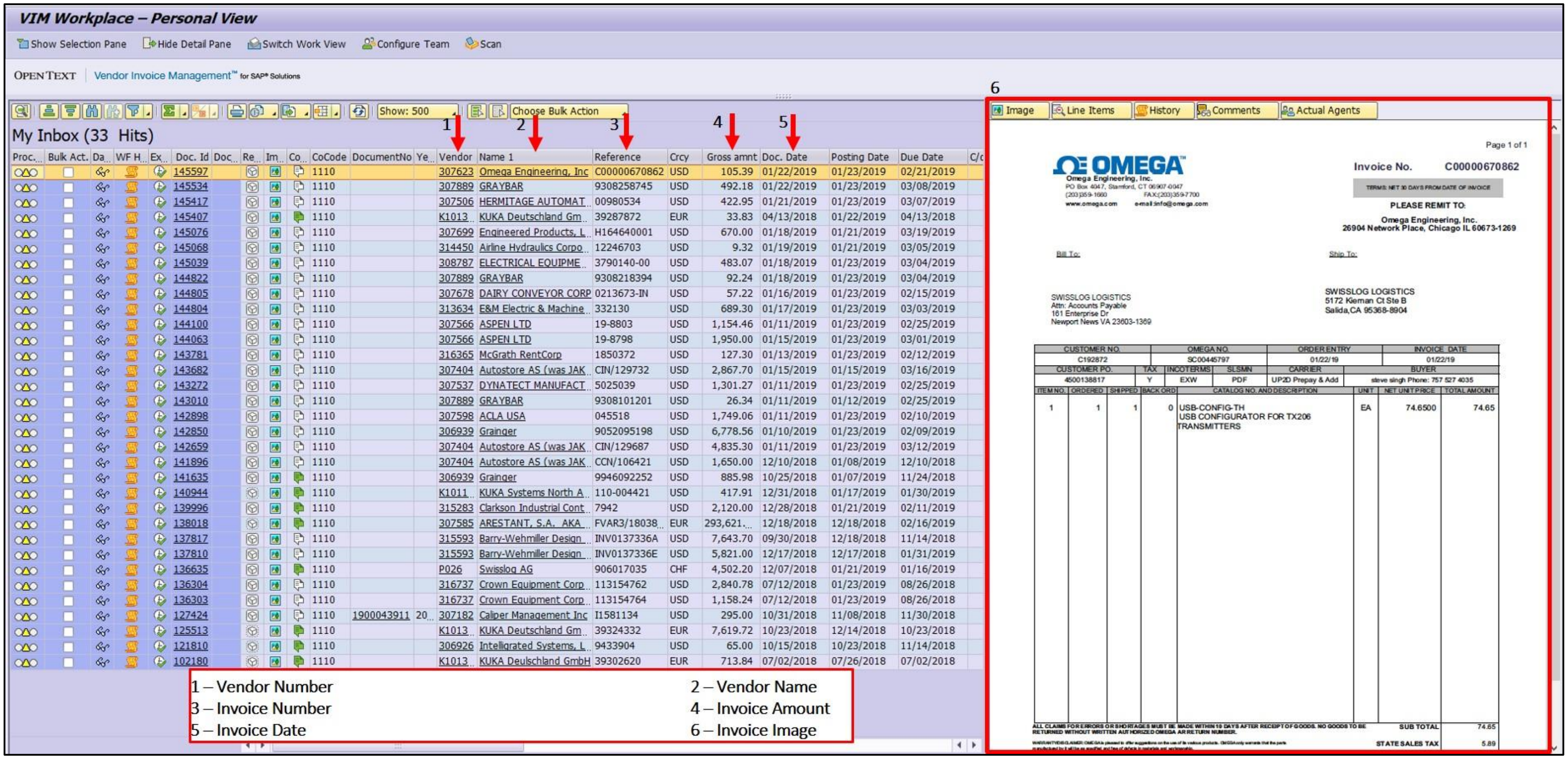
3. Type "/OPT/VIM_WP" into the transaction code field and click the green checkmark.

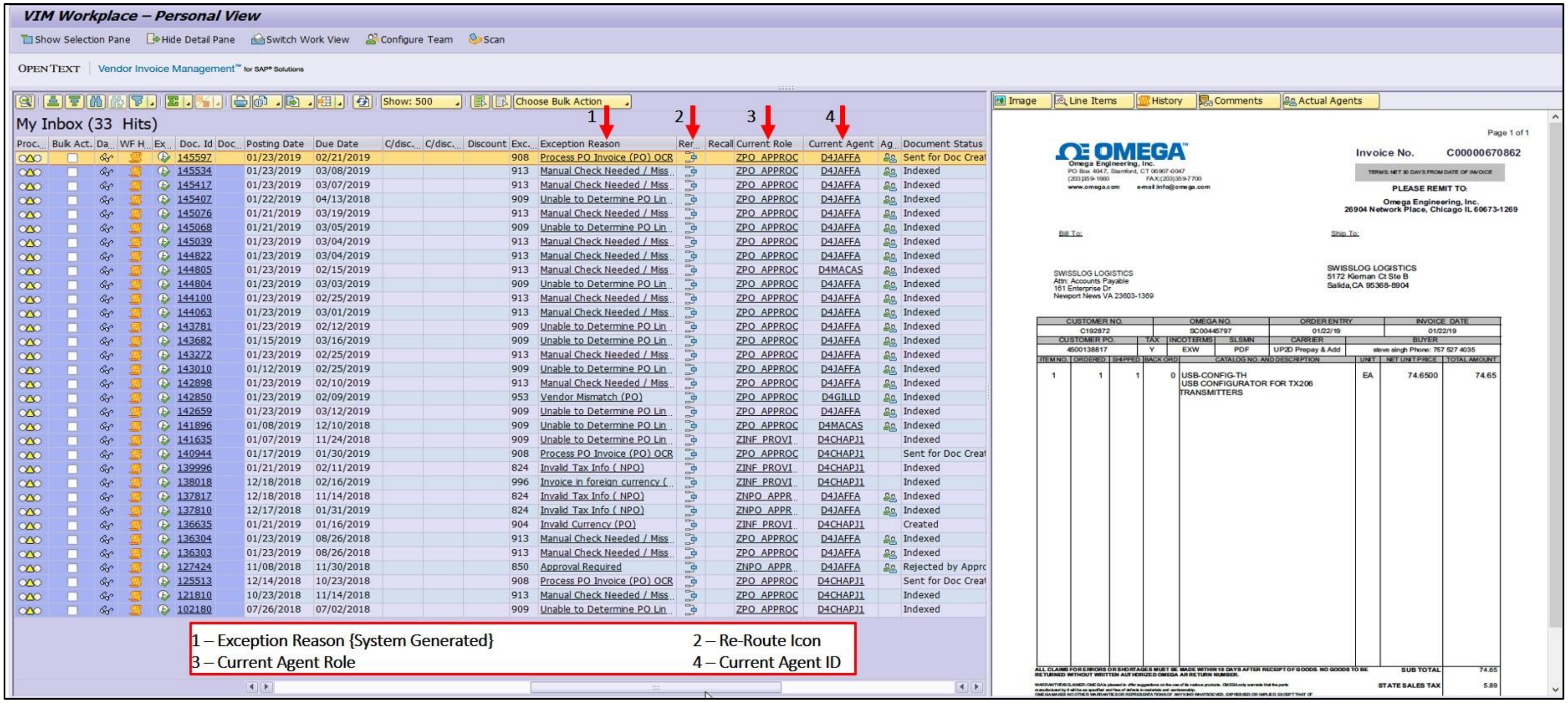


4. The VIM Workplace transaction will appear in your favorites list.

SAP VIM Workplace Features

Use the screens below to identify each feature:

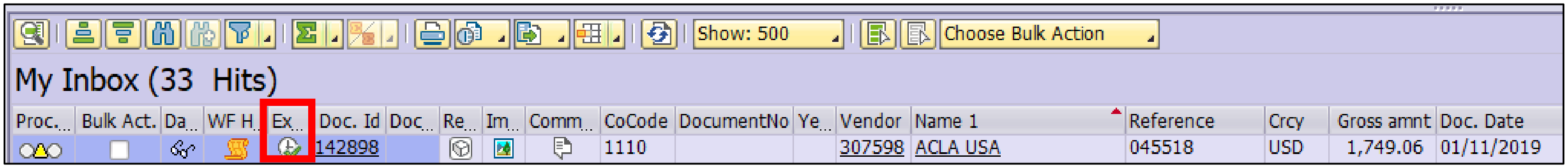



VIM Workplace – Personal View
Show Selection Pane
Hide Detail Pane
Switch Work View
Configure Team
Scan
OPENTEXT
Vendor Invoice Management™ for SAP® Solutions
Show: 500
Choose Bulk Action
My Inbox (33 Hits)
Exception Reason
Current Role
Current Agent
Document Status
Image
Line Items
History
Comments
Actual Agents
1 – Exception Reason {System Generated}
2 – Re-Route Icon
3 – Current Agent Role
4 – Current Agent ID

SAP VIM Workplace Actions

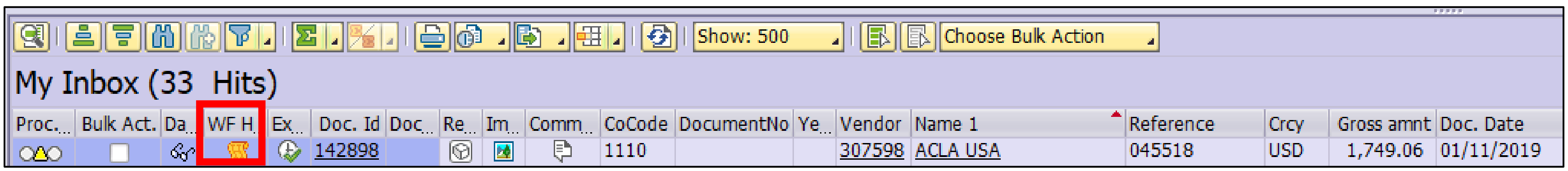
Open Transaction

Click on the clock icon from the *Execution* column to open the transaction for processing or approval.



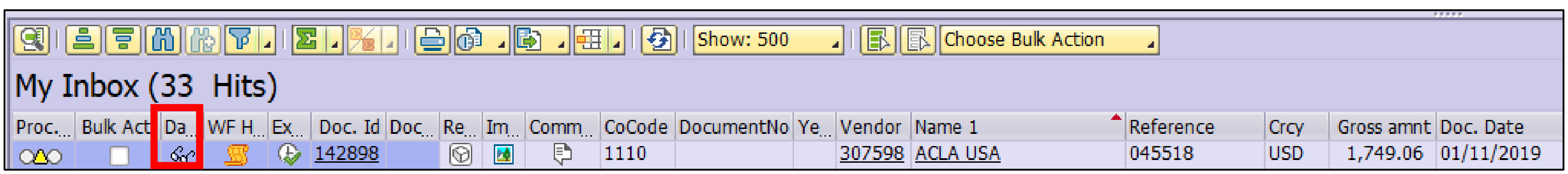
Open Workflow History

Click on the scroll icon from the *Workflow History* column to see a technical transaction flow chart.

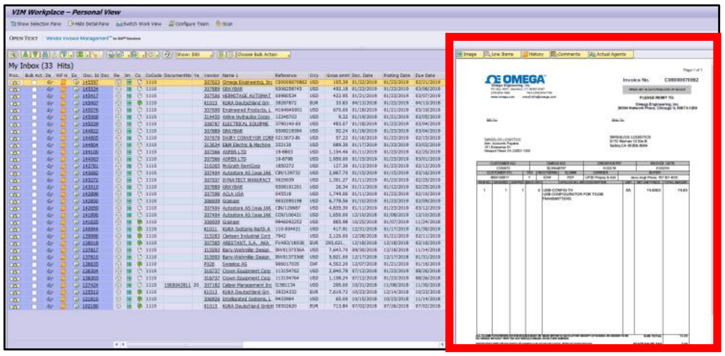


View Transaction

Click on the eyeglass icon from the *Dashboard* column to see a transaction snapshot and quick access to the purchase order detail.

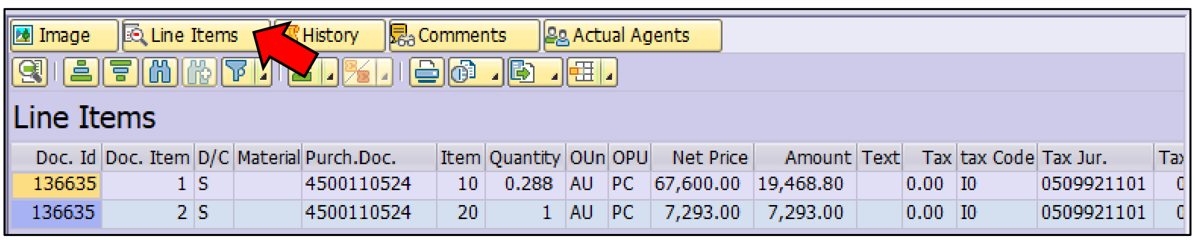


SAP VIM Workplace Image Display



Line Item

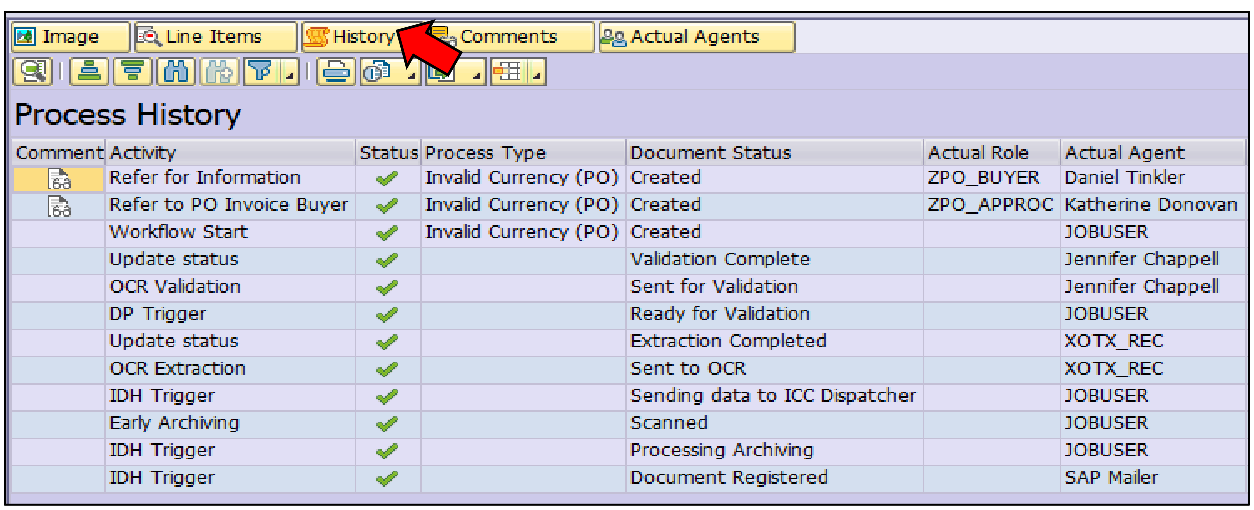
Line item view allows the user to see at a glance how the expense is being charged.



Doc. Id	Doc. Item	D/C	Material	Purch.Doc.	Item	Quantity	OUn	OPU	Net Price	Amount	Text	Tax	tax Code	Tax Jur.	Ta
136635	1	S		4500110524	10	0.288	AU	PC	67,600.00	19,468.80		0.00	I0	0509921101	C
136635	2	S		4500110524	20	1	AU	PC	7,293.00	7,293.00		0.00	I0	0509921101	C

History

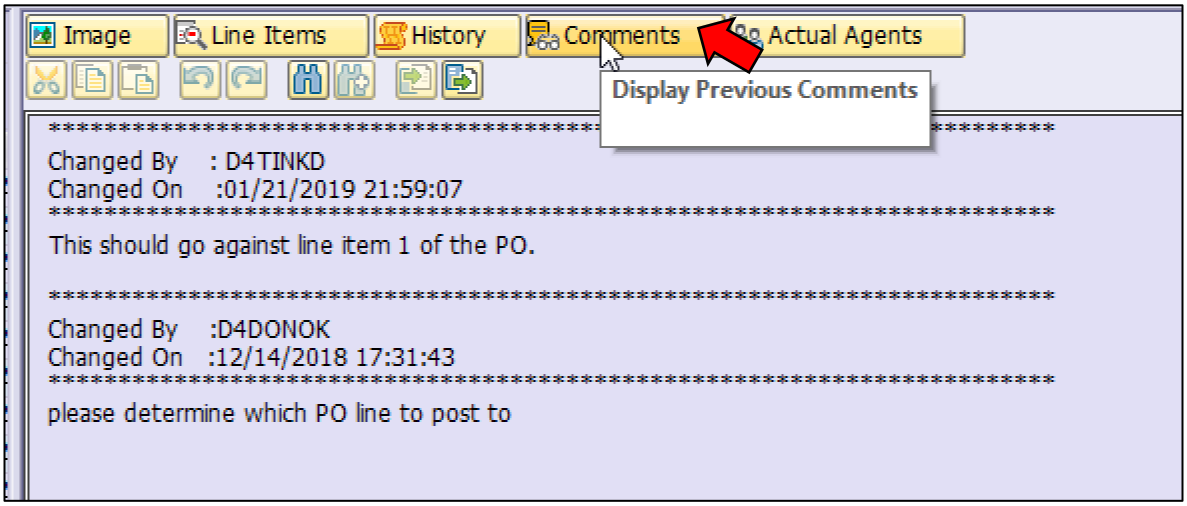
History view allows the user to see at a glance the current and previous transaction status; as well as agents who have worked the item and any notes they have added.



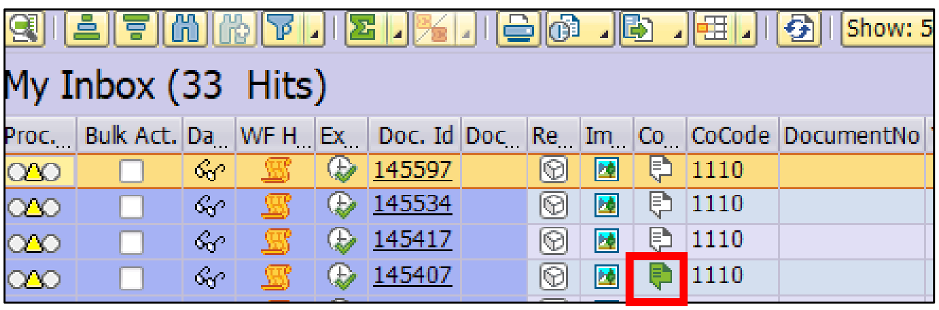
Comment	Activity	Status	Process Type	Document Status	Actual Role	Actual Agent
	Refer for Information	✔	Invalid Currency (PO)	Created	ZPO_BUYER	Daniel Tinkler
	Refer to PO Invoice Buyer	✔	Invalid Currency (PO)	Created	ZPO_APPROC	Katherine Donovan
	Workflow Start	✔	Invalid Currency (PO)	Created		JOBUSER
	Update status	✔		Validation Complete		Jennifer Chappell
	OCR Validation	✔		Sent for Validation		Jennifer Chappell
	DP Trigger	✔		Ready for Validation		JOBUSER
	Update status	✔		Extraction Completed		XOTX_REC
	OCR Extraction	✔		Sent to OCR		XOTX_REC
	IDH Trigger	✔		Sending data to ICC Dispatcher		JOBUSER
	Early Archiving	✔		Scanned		JOBUSER
	IDH Trigger	✔		Processing Archiving		JOBUSER
	IDH Trigger	✔		Document Registered		SAP Mailer

Comments

The comments tab shows all historical comments added during processing.

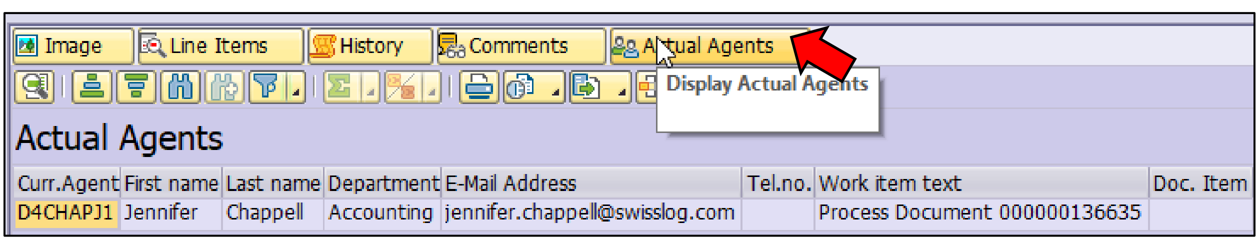


Note: If any comments have been added and the item has not moved from one status to another or from one user to another, the comments will not appear here. The comments would appear on the workplace screen indicated by the green comments icon from the *My Inbox* list.



Actual Agents

The actual agents tab displays which user currently has the item in their workflow.



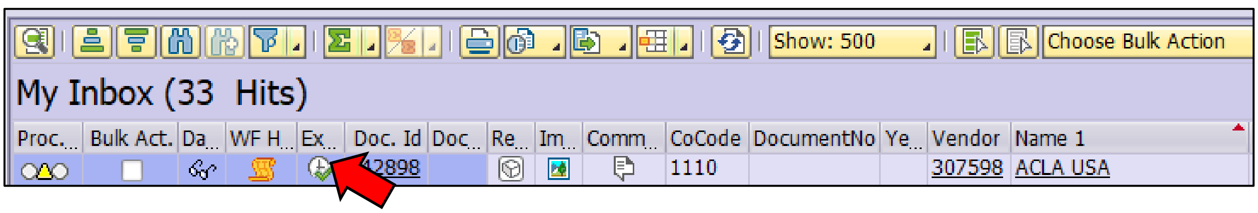
Role-Based Procedures

Referring or Rerouting to Other Users

All users, except approvers, can refer or reroute a transaction to another user. Referring and rerouting are two different methods moving a transaction from one user to another. Either action ensures the invoice is forwarded to the correct individual for more efficient processing of invoices. Follow these steps for each procedure:

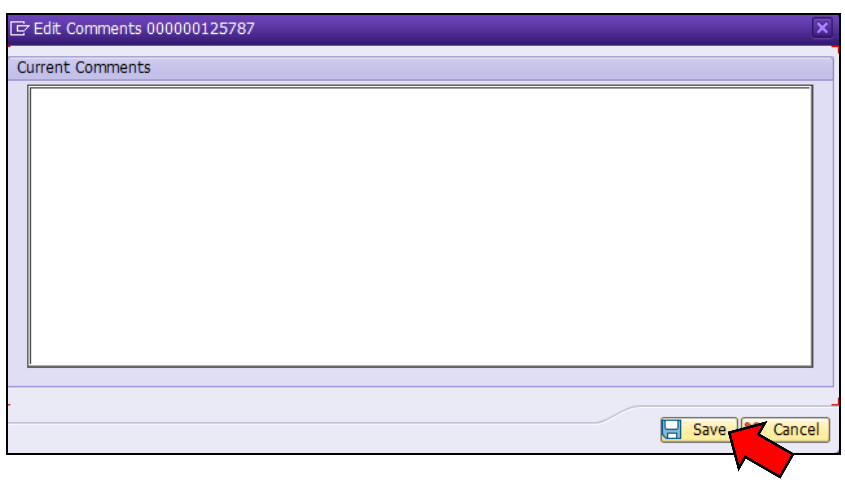
Referring to User

1. Click on the clock icon from the *Execution* column to open the transaction for referring.

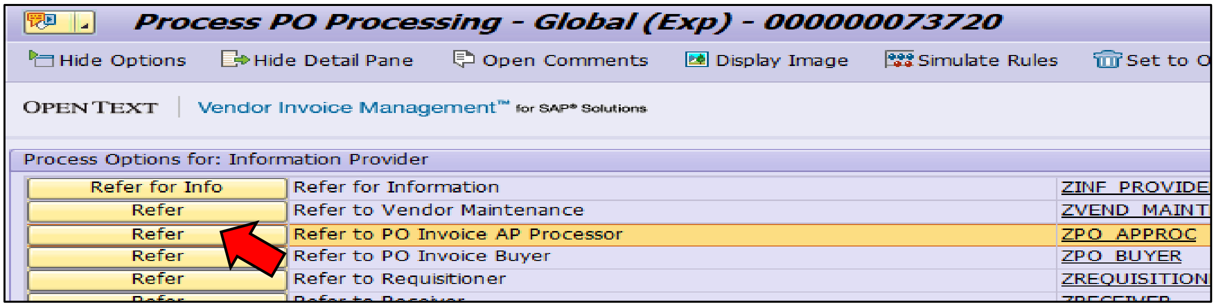


2. Once the Invoice opens, click on the **Open Comments** button from the top ribbon.

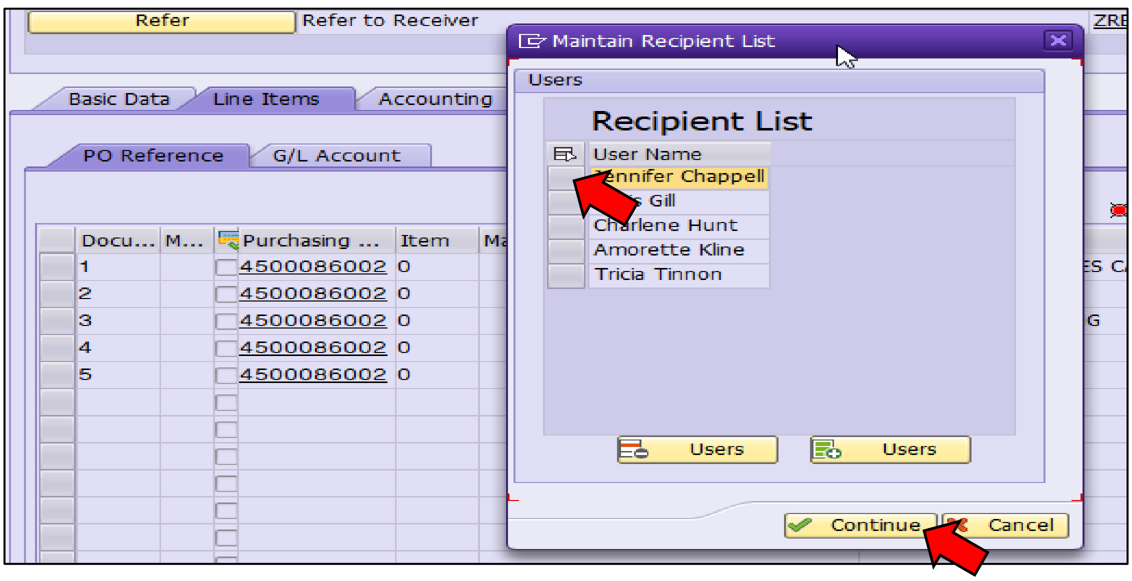
3. The *Comments* window will open. Type in all details regarding what is needed from the user to which you are referring the invoice. Once done, click the **Save** button.



4. Click on the **Refer** button next to the role in which the invoice will be sent. In this example, the invoice is being referred to an AP processer.



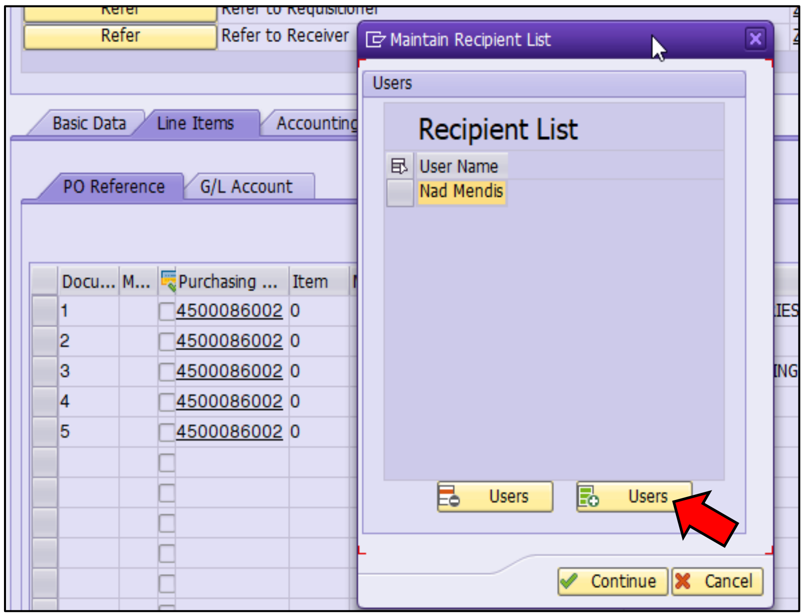
5. The *Recipient List* will appear. Select the correct user and click **Continue**.



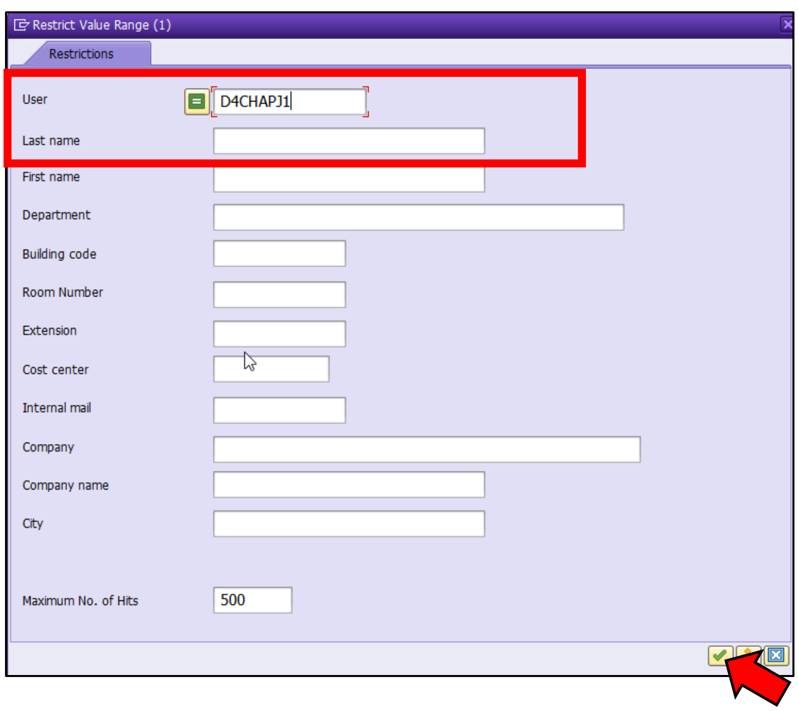
Referring to User Not in the Recipient List

If the user in which you want to refer the invoice in not in the *Recipient List*, follow these steps for adding the correct user:

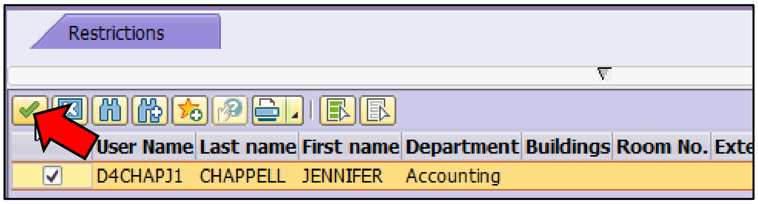
1. From the *Recipient List* screen, click the **Users** button with the green plus sign.



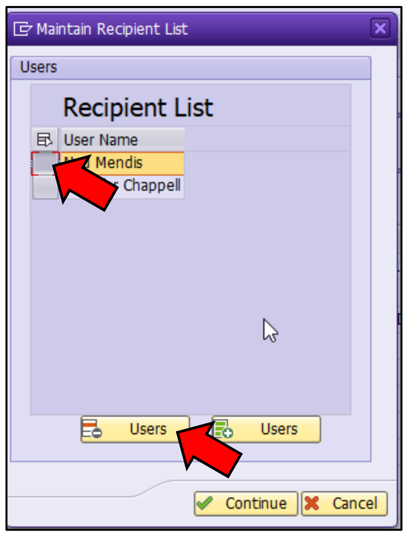
2. Enter the d4 or h4 user name in the *User* field and click on the green checkmark.
   Note: If you don't know the user name, type in the last name.



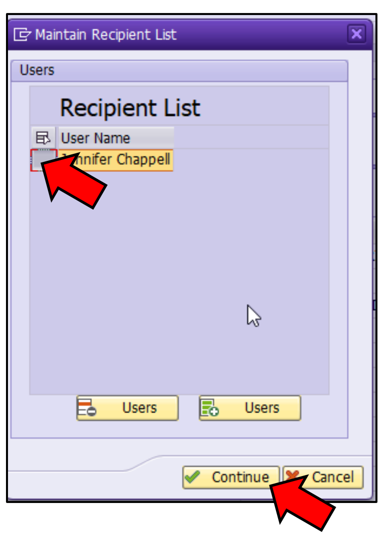
3. A list will appear, select the correct user name and click the green checkmark.



4. When you return to the *Recipient List*, make sure you remove any extra recipient names. Select the box next to the name to remove and click the **Users** button with the minus sign. The invoice will not be forwarded if more than one agent's name appears in the list.

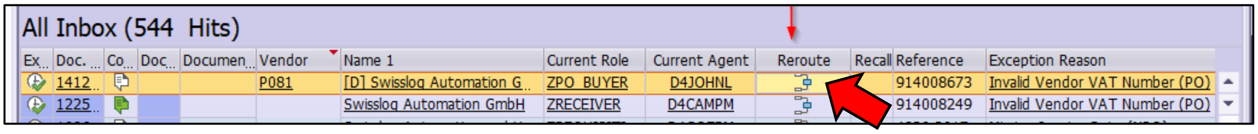


5. When your *Recipient List* includes the correct users, click the box next to the user's name and click **Continue.**

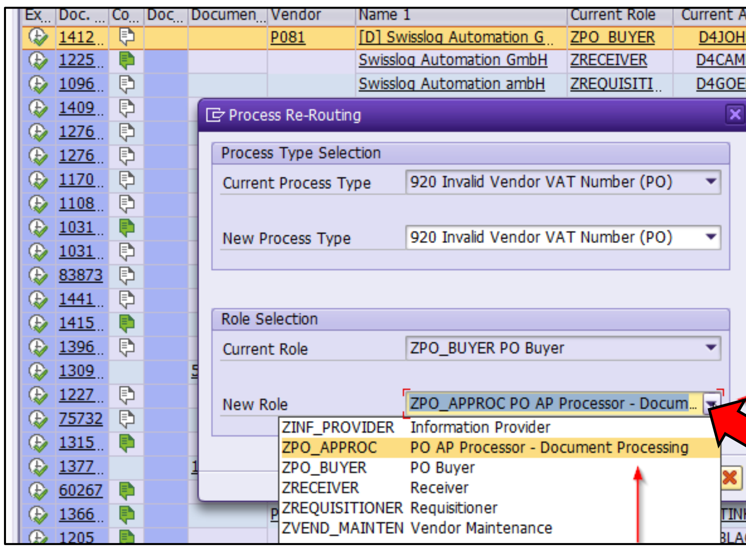


Rerouting to User

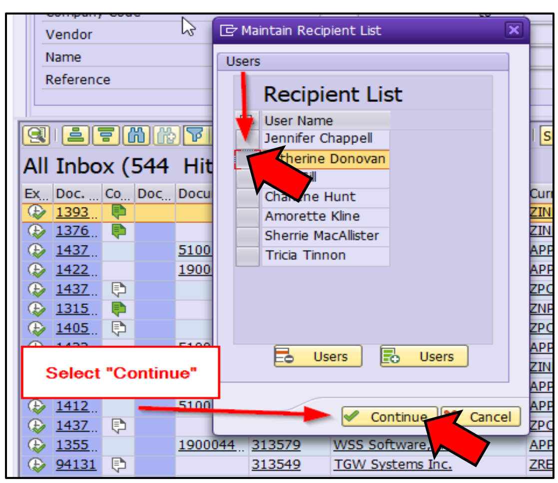
1. From your inbox, click on the org chart icon from the *Reroute* column next to the invoice to be re-routed.



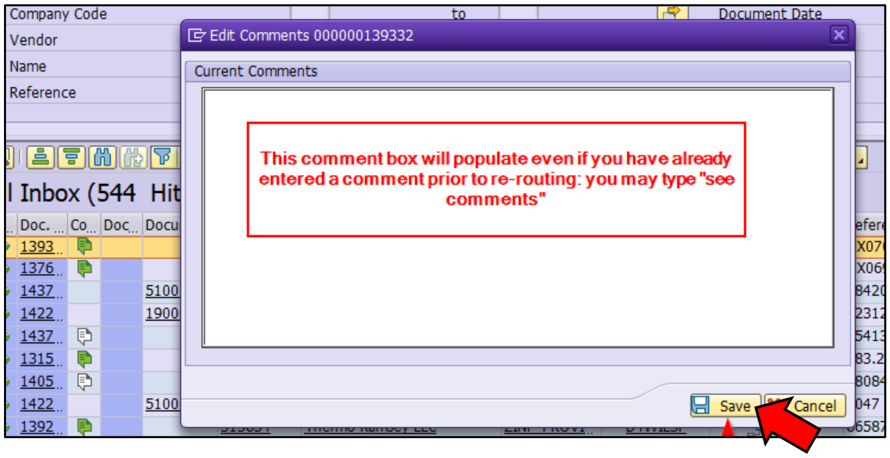
2. The *Process Re-Routing* window will appear. From the *New Role* field, select the applicable user to which you would like to reroute the invoice. Then click the green checkmark.
   a. Select "ZPO_APPROC" to re-route PO items back to AP processor.
   b. Select "ZNPO_APPROC" to re-route Non-PO items back to AP processor.



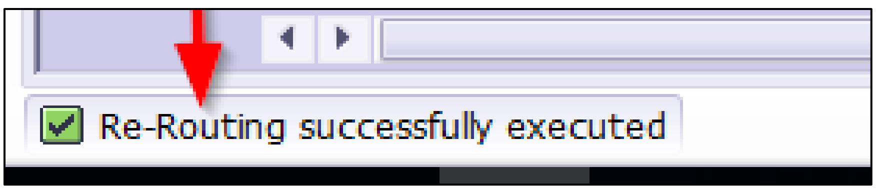
3. The *Recipient List* will appear, click the box next to the correct user and click **Continue**.



4. The *Comments* window will appear, allowing you to enter additional details. If you don't need to include any further details, type in "see comments". Click the **Save** button, and the invoice has been rerouted.



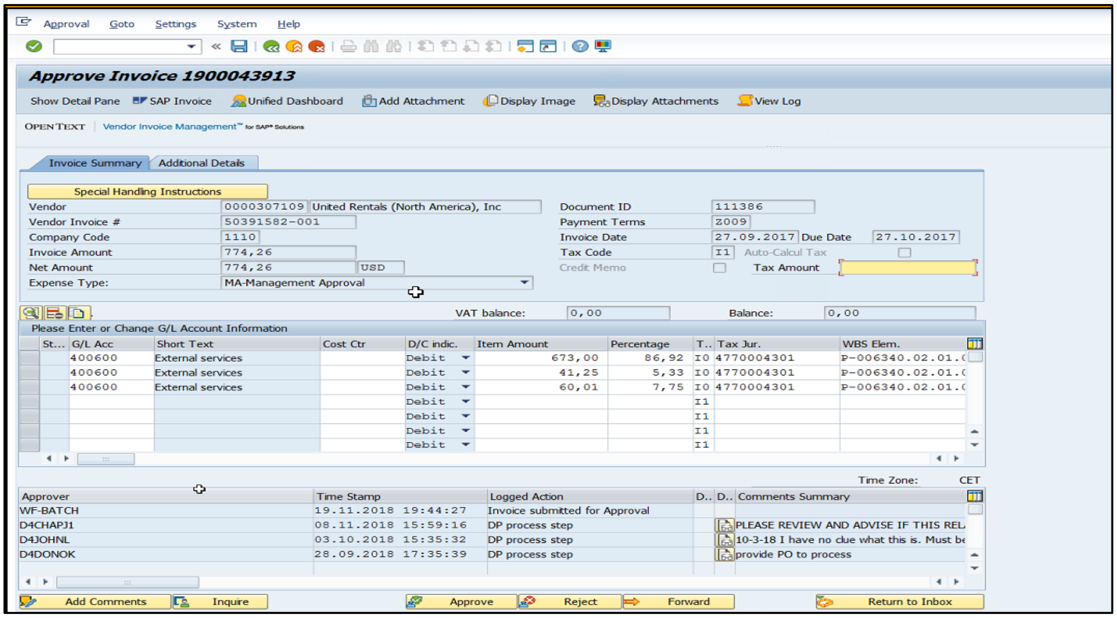
5. The bottom ribbon will confirm that the re-route was successful.



Approver

In this role, you must review, confirm, and approve the invoice for posting and payment. The invoice has been matched to the related PO or coded to the relevant cost center or WBS element.

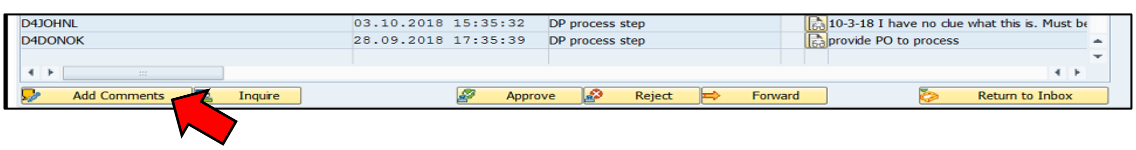
The approver can correct the GL account, item amount, tax jurisdiction, WBS element, and cost center prior to approval. Use the following processes depending on the situation.



Approve an Invoice

1. Review all the data for accuracy and make necessary updates to correct the data. For each change made, please save by clicking on the blue disk icon.

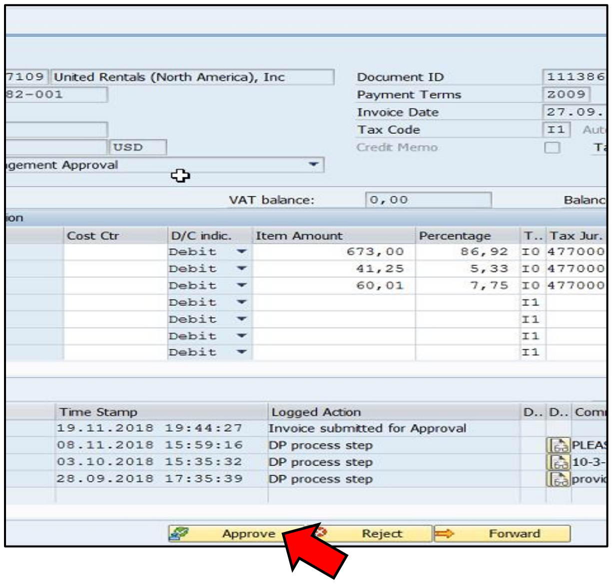
2. Comments
   a. If you need to provide additional details to the AP, click the **Add Comments** button.



   b. In the window, type in the necessary details and save them by clicking on the blue disk icon.

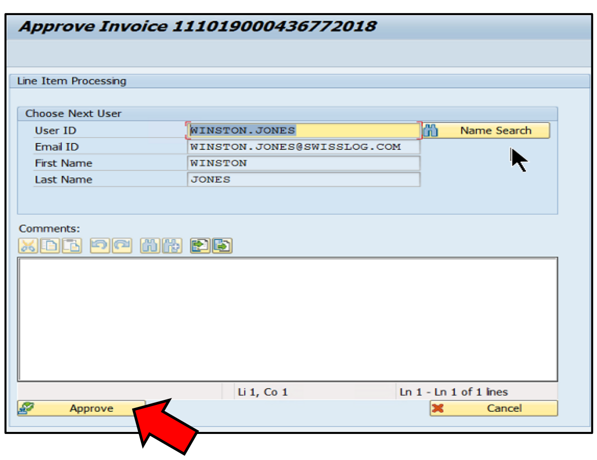
   c. To return to the main screen, click the green return icon.

3. If no additional action is required and the invoice is correct, click the **Approve** button.



4. A second screen will appear:
   a. Single approver
      i. If you are the only approver, the next screen will serve as a confirmation screen to ensure the user wants the invoice posted and paid.
      ii. Click the **Approve** button.

   b. Additional approval required
      i. If another approver is required, the name of the next approver will populate in the fields. If the name is incorrect, you update the field by clicking on the **Name Search** button.
      ii. In the comments field, type an information that will assist the next approver with his/her review.
      iii. Click the **Approve** button.



Forward an Invoice

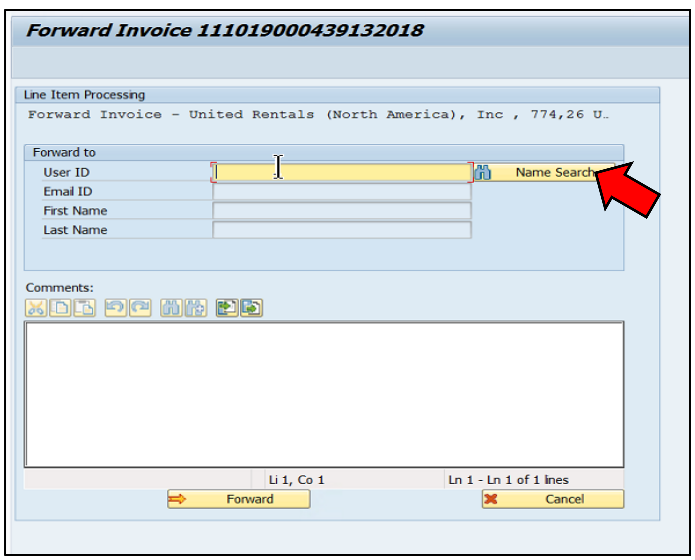
Unlike other roles, approvers do not have the option to refer or reroute the invoice to other users. Forwarding may occur for several reasons:

- The current user is not the correct approver.
- The current user does not have all the necessary detail to approve the expense.
- The current user is aware of an additional approval that will be required outside of the system default parameters

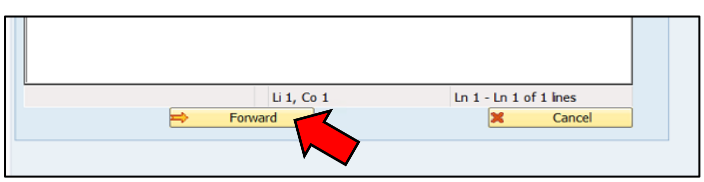
The approver must use the “Forward” function described below:

1. Click the **Forward** button.

2. In the *Forward Invoice* window, type in the d4 or h4 username. If this is unknown, click the **Name Search** button to find the correct user.



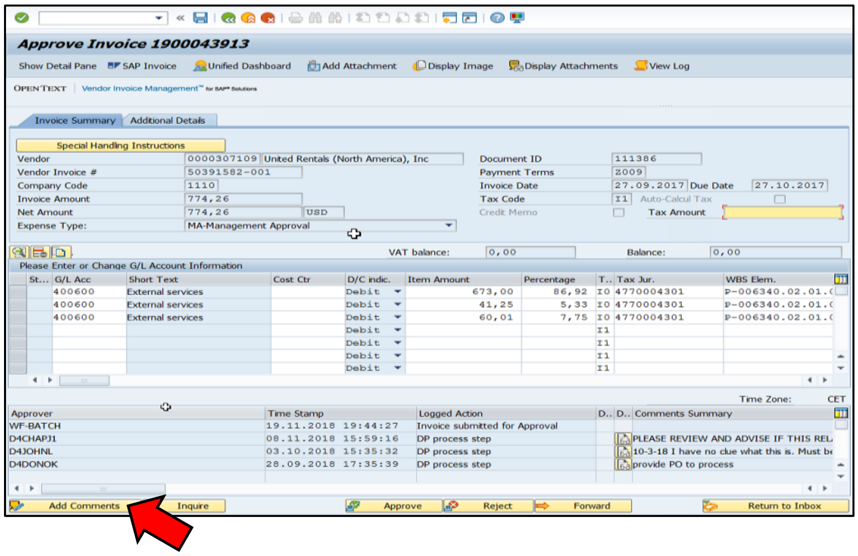
3. Enter any additional details in the *Comment* field. Click the **Forward** button.



Reject an Invoice

If an invoice cannot be approved, **DO NOT CLICK THE REJECT BUTTON!** This will no longer allow the AP to make changes, and the item will be removed from the workflow. Follow these steps disapprove the workflow:

1. Click the **Add Comments** button.



2. In this window, type in all details describing the reason for non-payment. Include any actions that must be taken to correct the invoice (e.g., credit memo, rebill, etc.). Click the **Save** button.

3. Save the invoice by clicking on the blue disk icon.

4. Open outlook and begin creating an email to send to the AP specialist and senior specialist. Provide all necessary details need for the AP to recall this item if it needs to be removed from the workflow or rerouted to another user. Use the template below:

   To: AP Specialists

   Subject: Invoice to be Removed from Workflow

   Body: Hello,

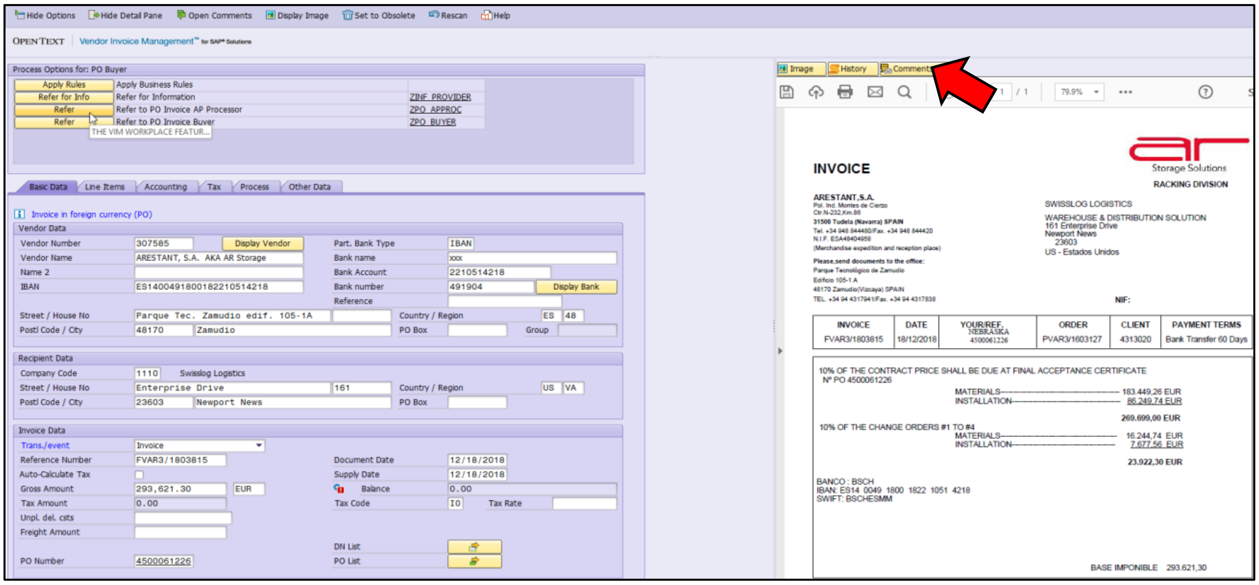
   SAMPLE TEXT: The invoice related to the details below should be removed from the workflow as the vendor incorrectly billed us. The vendor will be sending a new bill.

   - Document ID
   - Vendor number
   - Referent number
   - Gross amount
   - Document No. (if available)

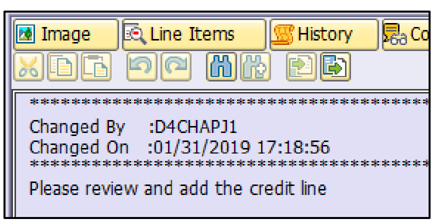
Buyer [PO]

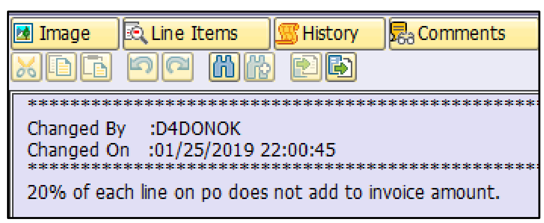
In this role, you must take additional action (e.g., submit a change order) before the invoice can be processed. The **Comments** button will provide all the details regarding what is required for invoice processing. Follow these steps if you are assigned tasks as a buyer:

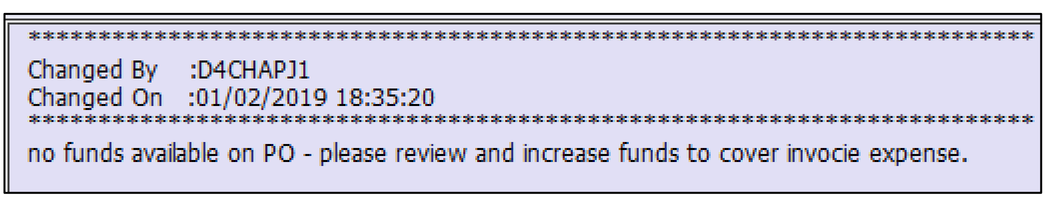
1. Click the **Comments** button located above the invoice image to see the request for information.



2. Read all comments before completing the tasks. Below are three sample comments a buyer may receive.



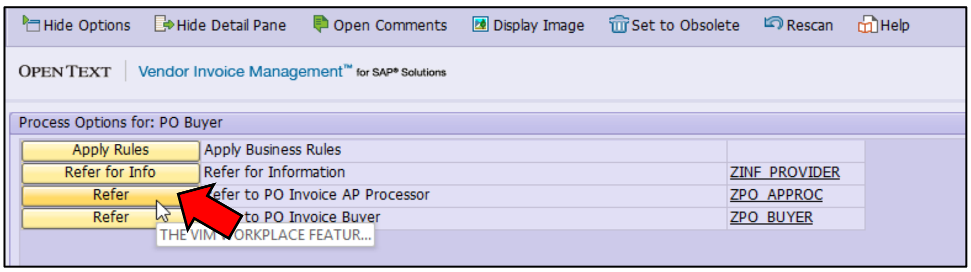




3. Complete the task(s). Don't forget to document progress in the comments field. To add a comment, click the **Open Comments** button on the top ribbon to enter your comments before referring to another user.

   a. If you need additional information to complete these tasks, click on **Refer for Info**. A Recipient List will appear allowing you to select the user and click **Continue.**
   b. If you are not the PO owner, click on **Refer to PO Invoice Buyer.**

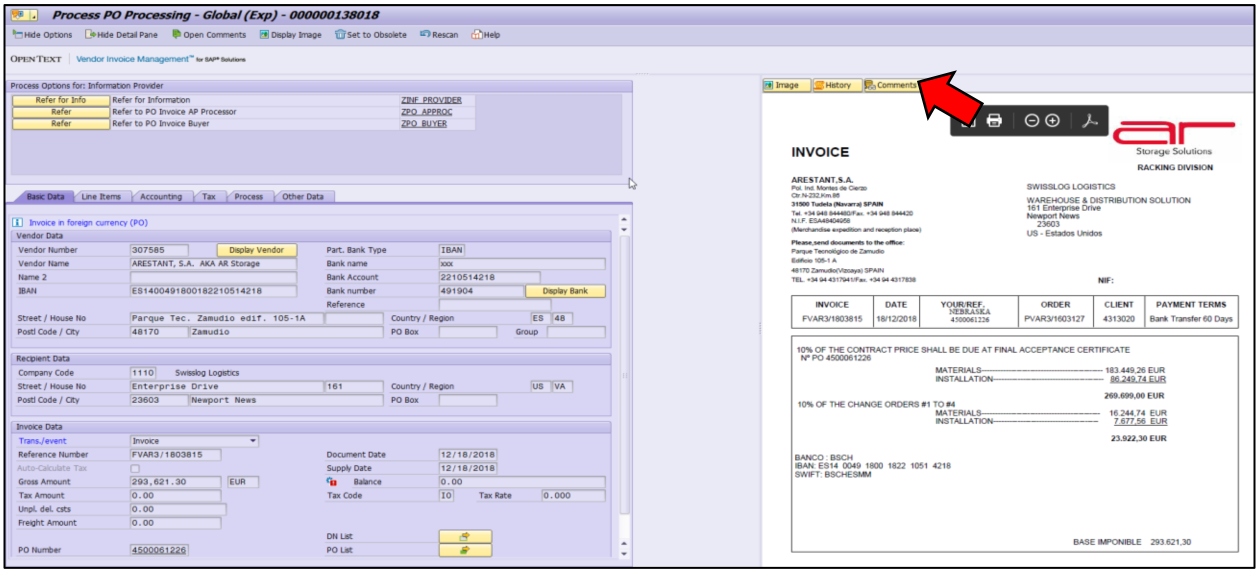
4. If all required information is complete, click on **Refer to AP Processor**.



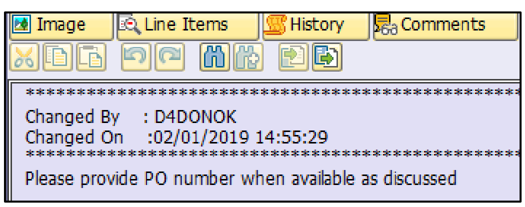
Information Provider

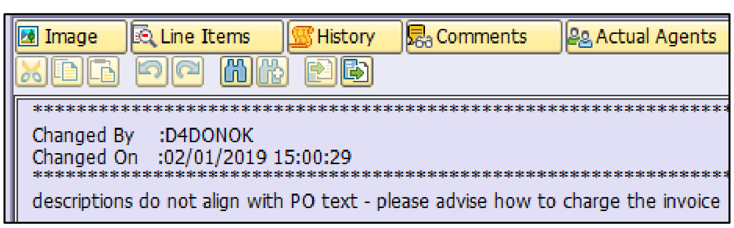
In this role, you are required to provided details about an invoice before it can be processed. The **Comments** button will provide all the details regarding what is required for invoice processing. Follow these steps if you are assigned tasks as an information provider:

1. Click the **Comments** button located above the invoice image.



2. Read all comments before completing the tasks. Below are two sample comments an information provider may receive.

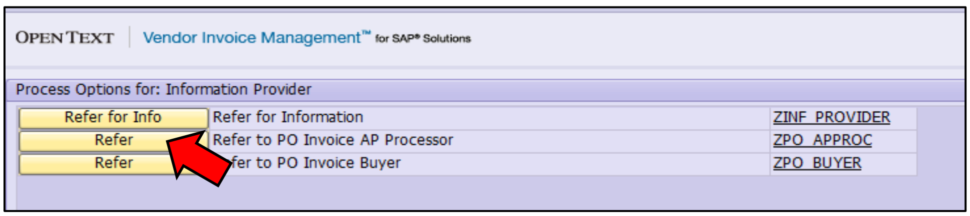




3. Complete the task(s). Don’t forget to document progress in the comments field. To add a comment, click the **Open Comments** button on the top ribbon to enter your comments before referring to another user.

   a. If you need additional information to complete these tasks, click on **Refer for Info**. A Recipient List will appear allowing you to select the user and click **Continue.**
   b. If you are not the PO owner, click on **Refer to PO Invoice Buyer.**

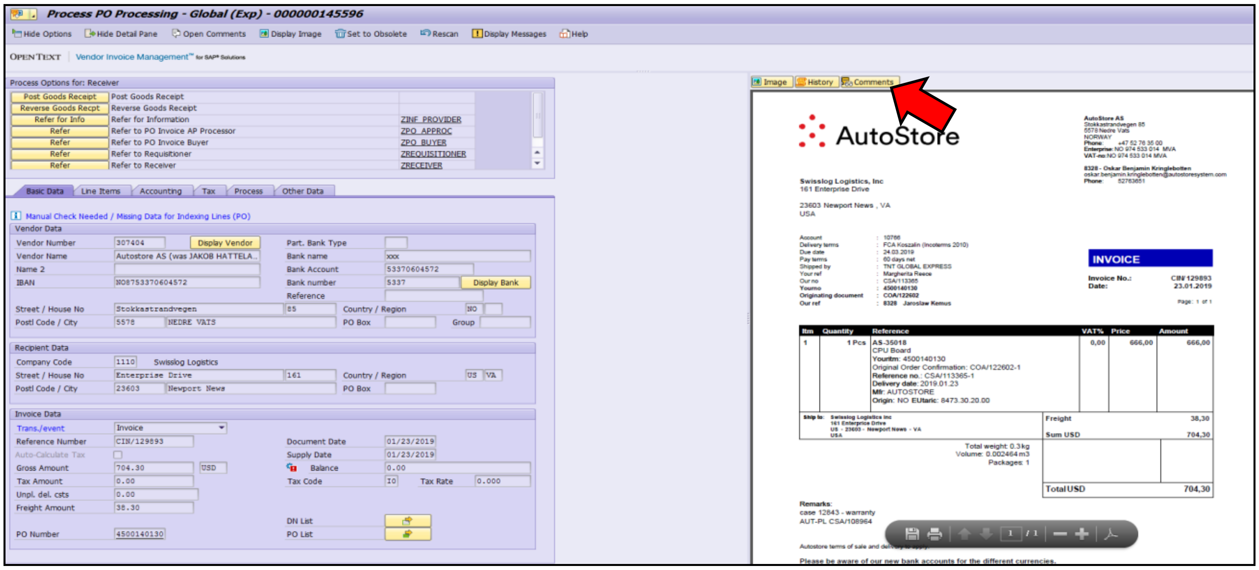
4. Click on **Refer to AP Processor**.



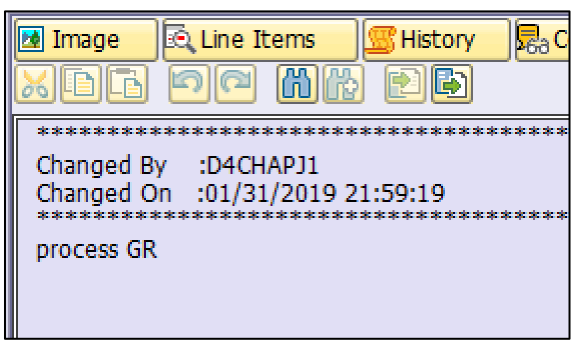
Receiver

In this role, you must complete the goods receipt before the item can be processed. The **Comments** button will provide all the details regarding what is required for invoice processing. Follow these steps if you are assigned tasks as a receiver:

1. Click the **Comments** button located above the invoice image.



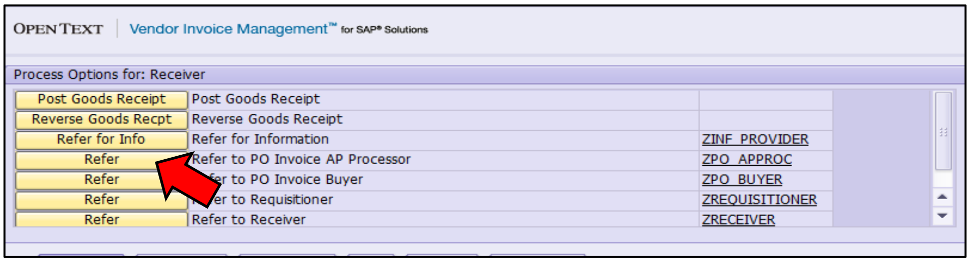
2. Read all comments before completing the tasks. Below is a sample comment a receiver may receive.



3. Complete the task(s). Don't forget to document progress in the comments field. To add a comment, click the **Open Comments** button on the top ribbon to enter your comments before referring to another user.

   a. If you need additional information to complete these tasks, click on **Refer for Info**. A Recipient List will appear allowing you to select the user and click **Continue.**

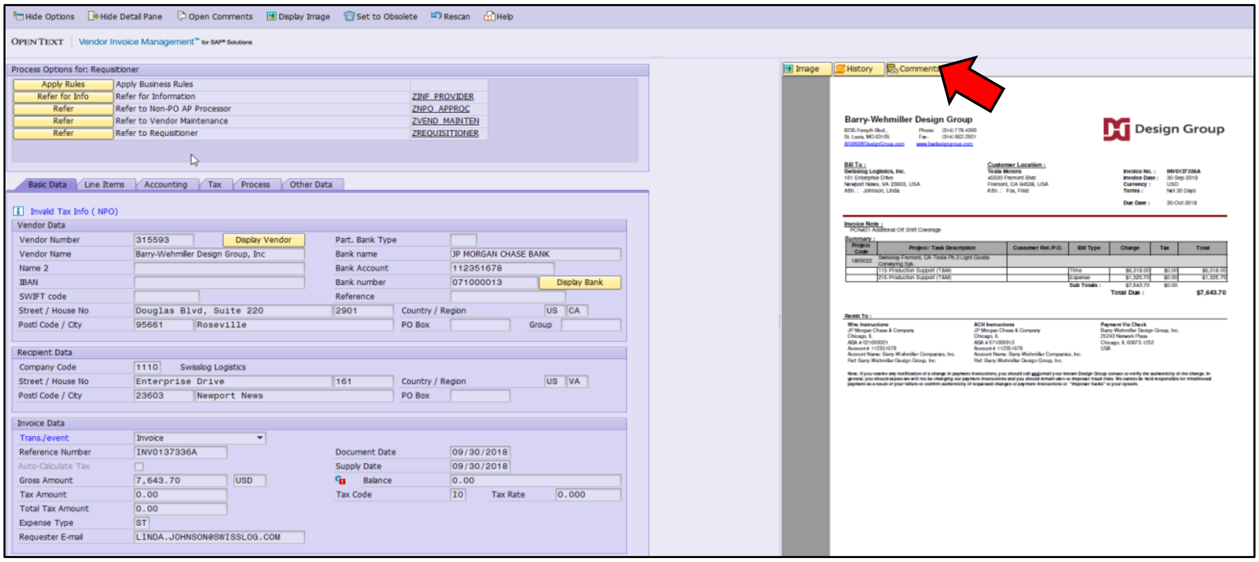
4. Click on **Refer to AP Processor**.



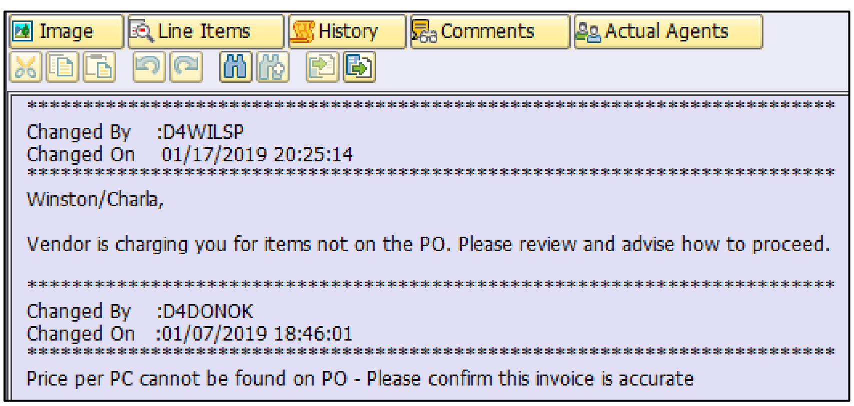
Requisitioner [PO/Non-PO]

In this role, you must take additional clarification or action (such as, missing PO detail) before the invoice can be processed. The **Comments** button will provide all the details regarding what is required for invoice processing. Follow these steps if you are assigned tasks as a requisitioner:

1. Click the **Comments** button located above the invoice image.



2. Read all comments before completing the tasks. Below is a sample comment a requisitioner may receive.



3. Complete the task(s). Don’t forget to document progress in the comments field. To add a comment, click the **Open Comments** button on the top ribbon to enter your comments before referring to another user.

   a. If you need additional information to complete these tasks, click on **Refer for Info**. A Recipient List will appear allowing you to select the user and click **Continue.**

4. Click on **Refer to AP Processor**.

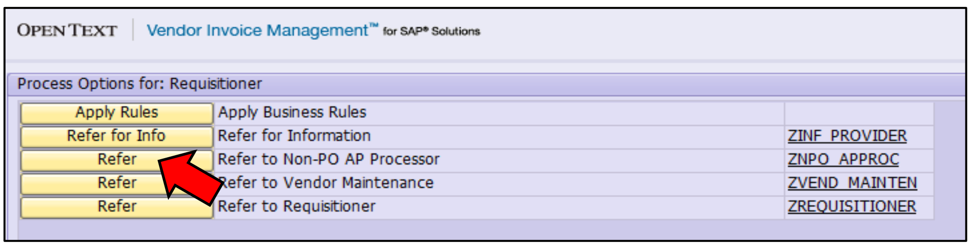
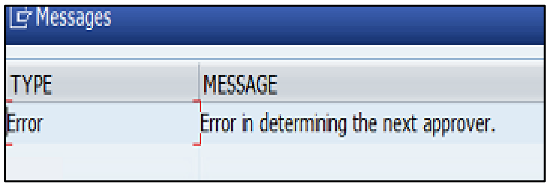


Table 2: Error Codes and Resolution Steps

Error Message	Explanation	Resolution
"Error in determining next approver" "Error: the next approver is not specified" 	Typically, there is a discrepancy in the chart of authority set up. The amount or type of expense may require an additional approval and the secondary user has not been assigned.	1. Create an email to send to Accounting Manager, as well as the relevant Finance Project Controller. 2. Your email should include the following: a. Screenshot of the error b. WBS element / cost center that the invoice is being charged against c. The approver and the approver's supervisor's name d. Invoice information [date, number, amount] e. Original approver f. Any changes to cost center ownership, project managers, or a new approver. 3. Following your email, Finance will update the chart of authority details. Once the update is complete, a notification will be sent to the user who can then approve the invoice.

Error Message	Explanation	Resolution
"Document date and posting date are in different fiscal years" Info Warning: Document date and posting date are in different fiscal years	Invoices that have document/invoice dates **outside** of the current month WILL NOT generate an error for the approver but require additional processing steps to complete posting. Invoices with document/invoice dates in a **different year** WILL generate an error. Both instances DO NOT PREVENT APPROVALS but require additional steps by Accounts Payable.	The system will not prevent approval. Please approve and enter through the errors. The transaction will be routed back to Accounts Payable for additional review and processing to complete posting.
"Posting only possible with zero balance" Error: Posting is only possible with a zero balance; correct document	Invoices CANNOT be posted unless they are balanced to zero. This error typically appears when there are tax discrepancies that are auto-generated by the system when it is processing the invoice data in the background. Accounts Payable CANNOT approve the invoice, and the error tends to show up after it has populated in the user's box.	Editing options are available to an approver. For example, when the error is generated by auto-calculation of tax based on the jurisdiction, the user can update the jurisdiction or confirm tax detail before completing the approval.

Error Message	Explanation	Resolution

“No chart of authority settings maintained”

	The WBS element or cost center has not be set up or has been removed from the chart of authority. Therefore, no approval hierarchy or authorizations exist to allow system processing.	1. Create an email to send to Accounting Manager, as well as the relevant Finance Project Controller.
		2. Your email should include the following:
		    a. Screenshot of the error
		    b. WBS element / cost center that the invoice is being charged against
		    c. The approver and the approver’s supervisor’s name
		    d. Invoice information [date, number, amount]
		3. Following your email, Finance will validate and update the chart of authority details. Once the update is complete, a notification will be sent to the user who can then approve the invoice.