

SAP VIM Workplace User Guidelines

Author: Swisslog Logistics Automation - Americas
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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)

Geysa Quesada

Geysha.quesada@swisslog.com

757-820-4460

VP Finance & Controller (for escalation)

Stephen Jutz

Stephen.jutz@swisslog.com

757-820-3467

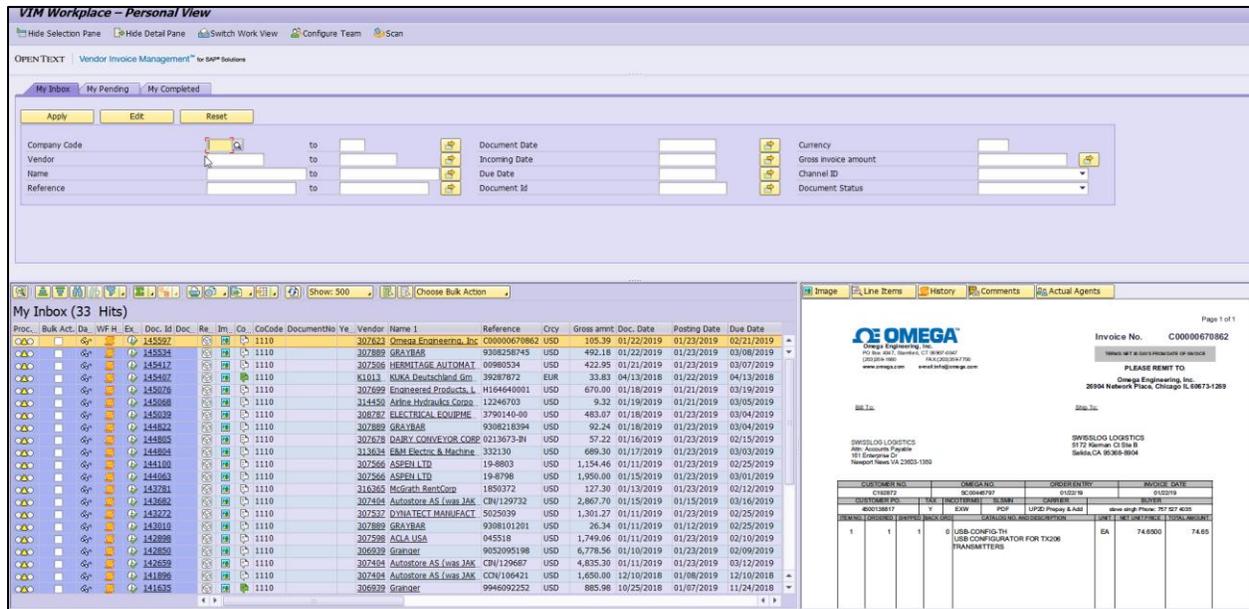
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Introduction

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.

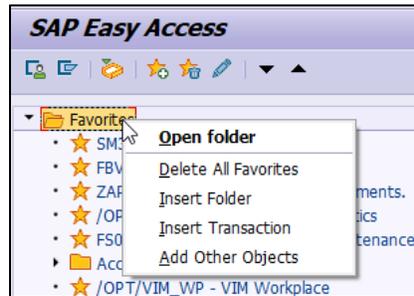
Table 1: Roles and Tasks

Role	Role Name in SAP VIM	Tasks
Approver [PO/Non-PO]	ZPO_APPROC ZNPO_APPROC	Approve the invoice
Buyer [PO]	ZPO_BUYER	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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

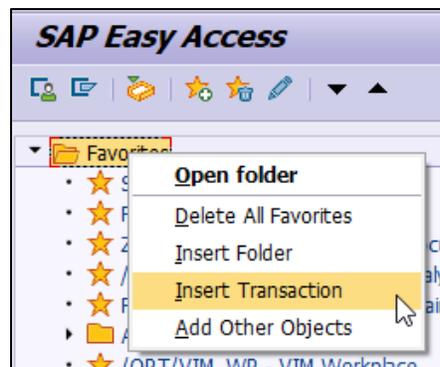
Basic Navigation and Functionality

Favorite SAP VIM Workplace

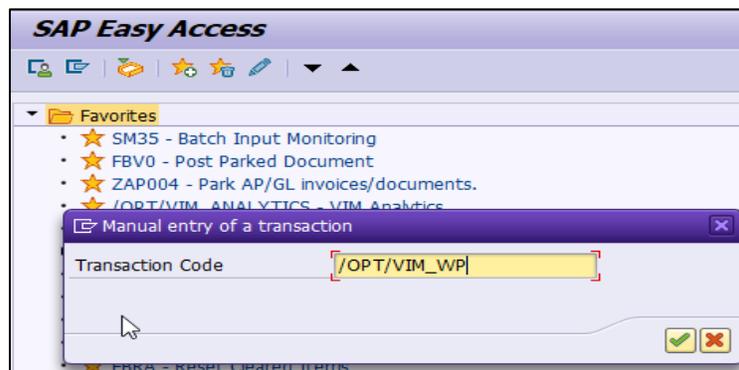
1. Right click on your favorite folder from the SAP Easy Access Menu.



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 User Guidelines

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)

Proc.	Bulk Act.	Da.	WF H.	Ex.	Doc. Id	Doc.	Re.	Im.	Co.	CoCode	DocumentNo	Ye.	Vendor	Name 1	Reference	Crcy	Gross amnt.	Doc. Date	Posting Date	Due Date	C/
					145597					1110			307623	Omega Engineering, Inc	C0000670862	USD	105.39	01/22/2019	01/23/2019	02/21/2019	
					145534					1110			307889	GRAYBAR	9308258745	USD	492.18	01/22/2019	01/23/2019	03/08/2019	
					145417					1110			307506	HERMITAGE AUTOMAT	00980534	USD	422.95	01/21/2019	01/23/2019	03/07/2019	
					145407					1110			K1013	KUKA Deutschland Gm.	39287872	EUR	33.83	04/13/2018	01/22/2019	04/13/2018	
					145076					1110			307699	Engineered Products, L	H164640001	USD	670.00	01/18/2019	01/21/2019	03/19/2019	
					145068					1110			314450	Arlne Hydraulics Corp.	12246703	USD	9.32	01/19/2019	01/21/2019	03/05/2019	
					145039					1110			308787	ELECTRICAL EQUIPME.	3790140-00	USD	483.07	01/18/2019	01/23/2019	03/04/2019	
					144822					1110			307889	GRAYBAR	9308218394	USD	92.24	01/18/2019	01/23/2019	03/04/2019	
					144805					1110			307678	DAIRY CONVEYOR CORP	0213673-IN	USD	57.22	01/16/2019	01/23/2019	02/15/2019	
					144804					1110			313634	E&M Electric & Maching	332130	USD	689.30	01/17/2019	01/23/2019	03/03/2019	
					144100					1110			307566	ASPEN LTD	19-8803	USD	1,154.46	01/11/2019	01/23/2019	02/25/2019	
					144063					1110			307566	ASPEN LTD	19-8798	USD	1,950.00	01/15/2019	01/23/2019	03/01/2019	
					143781					1110			316365	McGrath RentCorp	1850372	USD	127.30	01/13/2019	01/23/2019	02/12/2019	
					143682					1110			307404	Autostore AS (was JAK	CIN/129732	USD	2,867.70	01/15/2019	01/15/2019	03/16/2019	
					143272					1110			307537	DYNATECT MANUFACT	5025039	USD	1,301.27	01/11/2019	01/23/2019	02/25/2019	
					143010					1110			307889	GRAYBAR	9308101201	USD	26.34	01/11/2019	01/12/2019	02/25/2019	
					142898					1110			307598	ACLA USA	045518	USD	1,749.06	01/11/2019	01/23/2019	02/10/2019	
					142850					1110			306939	Grainder	9052095198	USD	6,778.56	01/10/2019	01/23/2019	02/09/2019	
					142659					1110			307404	Autostore AS (was JAK	CIN/129687	USD	4,835.30	01/11/2019	01/23/2019	03/12/2019	
					141896					1110			307404	Autostore AS (was JAK	CCN/106421	USD	1,650.00	12/10/2018	01/08/2019	12/10/2018	
					141635					1110			306939	Grainder	9946092252	USD	885.98	10/25/2018	01/07/2019	11/24/2018	
					140944					1110			K1011	KUKA Systems North A.	110-004421	USD	417.91	12/31/2018	01/17/2019	01/30/2019	
					139996					1110			315283	Clarkson Industrial Cont.	7942	USD	2,120.00	12/28/2018	01/21/2019	02/11/2019	
					138018					1110			307585	ARESTANT, S.A. AKA	FVAR3/18038	EUR	293,621	12/18/2018	12/18/2018	02/16/2019	
					137817					1110			315593	Barry-Wehmiller Deson.	INV0137336A	USD	7,643.70	09/30/2018	12/18/2018	11/14/2018	
					137810					1110			315593	Barry-Wehmiller Deson.	INV0137336E	USD	5,821.00	12/17/2018	12/17/2018	01/31/2019	
					136635					1110			P026	Swisslog AG	906017035	CHF	4,502.20	12/07/2018	01/21/2019	01/16/2019	
					136304					1110			316737	Crown Equipment Corp.	113154762	USD	2,840.78	07/12/2018	01/23/2019	08/26/2018	
					136303					1110			316737	Crown Equipment Corp.	113154764	USD	1,158.24	07/12/2018	01/23/2019	08/26/2018	
					127424					1110	1900043911	20	307182	Caliper Management Inc	I1581134	USD	295.00	10/31/2018	11/08/2018	11/30/2018	
					125513					1110			K1013	KUKA Deutschland Gm.	39324332	EUR	7,619.72	10/23/2018	12/14/2018	10/23/2018	
					121810					1110			306926	Intelligent Systems, L	9433904	USD	65.00	10/15/2018	10/23/2018	11/14/2018	
					102180					1110			K1013	KUKA Deutschland GmbH	39302620	EUR	713.84	07/02/2018	07/26/2018	07/02/2018	

1 – Vendor Number
2 – Vendor Name
3 – Invoice Number
4 – Invoice Amount
5 – Invoice Date
6 – Invoice Image

Image | Line Items | History | Comments | Actual Agents

Page 1 of 1

OMEGA
Omega Engineering, Inc.
PO Box 4017, Shelton, CT 06487-0047
(203) 959-1990 FAX: (203) 354-7700
www.omega-s.com email: info@omega.com

Invoice No. C0000670862

TERMS NET 30 DAYS FROM DATE OF INVOICE

PLEASE REMIT TO:
Omega Engineering, Inc.
26904 Network Place, Chicago IL 60673-1269

Bill To: SWISSLOG LOGISTICS
Attn: Accounts Payable
161 Enterprise Dr
Newport News VA 23603-1309

Ship To: SWISSLOG LOGISTICS
5172 Keenan Ct Ste B
Schaumburg IL 60196-8904

CUSTOMER NO.	OMEGA NO.	ORDER ENTRY	INVOICE DATE					
C192872	SC00446797	01/22/19	01/22/19					
CUSTOMER NO.	TAX	INCOTERMS	BLNBN	CARRIER	BUYER			
400138817	Y	EXW	PDF	LUP2D Prepay & Add	show single Phone: 757 527 4033			
ITEM NO.	QUANTITY	UNIT PRICE	AMOUNT	CATALOG NO	ANALOG REFERENCE	UNIT	NET AMOUNT	TOTAL AMOUNT
1	1	1	0	0	USD-CONFIG-TH USB CONFIGURATOR FOR TX206 TRANSMITTERS	EA	74.6500	74.65
SUB TOTAL:							74.65	
STATE SALES TAX:							5.89	

ALL CLAIMS FOR SERVICE OR REPAIRS MUST BE MADE WITHIN 15 DAYS AFTER RECEIPT OF GOODS. NO GOODS TO BE RETURNED WITHOUT WRITTEN AND SIGNED OMEGA ACCEPTANCE NUMBER.

SAP VIM Workplace User Guidelines

VIM Workplace – Personal View

Show Selection Pane Hide Detail Pane Switch Work View Configure Team Scan

OPEN TEXT Vendor Invoice Management™ for SAP® Solutions

Show: 500 Choose Bulk Action

My Inbox (33 Hits)

Proc.	Bulk Act.	Da.	WF H.	Ex.	Doc. Id	Doc.	Posting Date	Due Date	C/disc.	C/disc.	Discount	Exc.	Exception Reason	Recall	Current Role	Current Agent	Ag.	Document Status
					145597		01/23/2019	02/21/2019				908	Process PO Invoice (PO) OCR		ZPO_APPROC	D41AFFA		Sent for Doc Creat
					145534		01/23/2019	03/08/2019				913	Manual Check Needed / Miss.		ZPO_APPROC	D41AFFA		Indexed
					145117		01/23/2019	03/07/2019				913	Manual Check Needed / Miss.		ZPO_APPROC	D41AFFA		Indexed
					145407		01/22/2019	04/13/2018				909	Unable to Determine PO Lin.		ZPO_APPROC	D41AFFA		Indexed
					145076		01/21/2019	03/19/2019				913	Manual Check Needed / Miss.		ZPO_APPROC	D41AFFA		Indexed
					145068		01/21/2019	03/05/2019				909	Unable to Determine PO Lin.		ZPO_APPROC	D41AFFA		Indexed
					145039		01/23/2019	03/04/2019				913	Manual Check Needed / Miss.		ZPO_APPROC	D41AFFA		Indexed
					144822		01/23/2019	03/04/2019				913	Manual Check Needed / Miss.		ZPO_APPROC	D41AFFA		Indexed
					144805		01/23/2019	02/15/2019				913	Manual Check Needed / Miss.		ZPO_APPROC	D4MACAS		Indexed
					144804		01/23/2019	03/03/2019				909	Unable to Determine PO Lin.		ZPO_APPROC	D41AFFA		Indexed
					144100		01/23/2019	02/25/2019				913	Manual Check Needed / Miss.		ZPO_APPROC	D41AFFA		Indexed
					144063		01/23/2019	03/01/2019				913	Manual Check Needed / Miss.		ZPO_APPROC	D41AFFA		Indexed
					143781		01/23/2019	02/12/2019				909	Unable to Determine PO Lin.		ZPO_APPROC	D41AFFA		Indexed
					143682		01/15/2019	03/16/2019				909	Unable to Determine PO Lin.		ZPO_APPROC	D41AFFA		Indexed
					143272		01/23/2019	02/25/2019				913	Manual Check Needed / Miss.		ZPO_APPROC	D41AFFA		Indexed
					143010		01/12/2019	02/25/2019				909	Unable to Determine PO Lin.		ZPO_APPROC	D41AFFA		Indexed
					142898		01/23/2019	02/10/2019				913	Manual Check Needed / Miss.		ZPO_APPROC	D41AFFA		Indexed
					142850		01/23/2019	02/09/2019				953	Vendor Mismatch (PO)		ZPO_APPROC	D4GILLD		Indexed
					142659		01/23/2019	03/12/2019				909	Unable to Determine PO Lin.		ZPO_APPROC	D41AFFA		Indexed
					141896		01/08/2019	12/10/2018				909	Unable to Determine PO Lin.		ZPO_APPROC	D4MACAS		Indexed
					141635		01/07/2019	11/24/2018				909	Unable to Determine PO Lin.		ZINF_PROVI	D4CHAP11		Indexed
					140944		01/17/2019	01/30/2019				908	Process PO Invoice (PO) OCR		ZPO_APPROC	D4CHAP11		Sent for Doc Creat
					139996		01/21/2019	02/11/2019				824	Invalid Tax Info (NPO)		ZINF_PROVI	D4CHAP11		Indexed
					138018		12/18/2018	02/16/2019				996	Invoice in foreign currency (ZINF_PROVI	D4CHAP11		Indexed
					137817		12/18/2018	11/14/2018				824	Invalid Tax Info (NPO)		ZNPO_APPR	D41AFFA		Indexed
					137810		12/17/2018	01/31/2019				824	Invalid Tax Info (NPO)		ZNPO_APPR	D41AFFA		Indexed
					136635		01/21/2019	01/16/2019				904	Invalid Currency (PO)		ZINF_PROVI	D4CHAP11		Created
					136304		01/23/2019	08/26/2018				913	Manual Check Needed / Miss.		ZPO_APPROC	D41AFFA		Indexed
					136303		01/23/2019	08/26/2018				913	Manual Check Needed / Miss.		ZPO_APPROC	D41AFFA		Indexed
					127424		11/08/2018	11/30/2018				850	Approval Required		ZNPO_APPR	D41AFFA		Rejected by Appro
					125513		12/14/2018	10/23/2018				908	Process PO Invoice (PO) OCR		ZPO_APPROC	D4CHAP11		Sent for Doc Creat
					121810		10/23/2018	11/14/2018				913	Manual Check Needed / Miss.		ZPO_APPROC	D4CHAP11		Indexed
					102180		07/26/2018	07/02/2018				909	Unable to Determine PO Lin.		ZPO_APPROC	D4CHAP11		Indexed

1 – Exception Reason [System Generated] 2 – Re-Route Icon
 3 – Current Agent Role 4 – Current Agent ID

OMEGA
 Omega Engineering, Inc.
 PO Box 4947, Stamford, CT 06907-0947
 (203) 359-1860 FAX: (203) 354-7700
 www.omega-g.com email: info@omega-g.com

Invoice No. C00000670862
 Terms: NET 30 DAYS FROM DATE OF INVOICE

PLEASE REMIT TO:
 Omega Engineering, Inc.
 26904 Network Place, Chicago, IL 60673-1269

SWISSLOG LOGISTICS
 Attn: Accounts Payable
 181 Enterprise Dr
 Newport News VA 23603-1369

SWISSLOG LOGISTICS
 5172 Kierman Ct Ste B
 Salinas, CA 95368-8904

CUSTOMER NO	OMEGA NO.	ORDERENTRY	INVOICE DATE		
C168972	SC0048797	01/22/19	01/22/19		
CUSTOMER PO	TAX	CARRIER	BUYER		
450138817	Y	EXW	PDF		
UPOD Prepay & Add	STERN SINGL	Phone: 757 527 4035			
ITEM NO.	DESCRIPTION	QUANTITY	UNIT	NET UNIT PRICE	TOTAL AMOUNT
1	1	1	0	74.6500	74.65
USB-CONFIG-TM USB CONFIGURATOR FOR TX206 TRANSMITTERS					
SUB TOTAL					74.25
STATE SALES TAX					5.89

ALL CLAIMS FOR REWORK OR REFUND MUST BE MADE WITHIN 30 DAYS AFTER RECEIPT OF GOODS. NO GOODS TO BE RETURNED WITHOUT WRITTEN AND SIGNED ORDER. SEE TERMS AND CONDITIONS.

SWISSLOG LOGISTICS: One Stop solution for the supplier on the use of the online portal. SWISSLOG only works with the portal. SWISSLOG LOGISTICS: One Stop solution for the supplier on the use of the online portal. SWISSLOG only works with the portal.

SAP VIM Workplace User Guidelines

SAP VIM Workplace Actions

Open Transaction

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

Proc...	Bulk Act.	Da...	WF H.	Ex...	Doc. Id	Doc...	Re...	Im...	Comm...	CoCode	DocumentNo	Ye...	Vendor	Name 1	Reference	Crcy	Gross amnt	Doc. Date
					142898					1110			307598	ACLA USA	045518	USD	1,749.06	01/11/2019

Open Workflow History

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

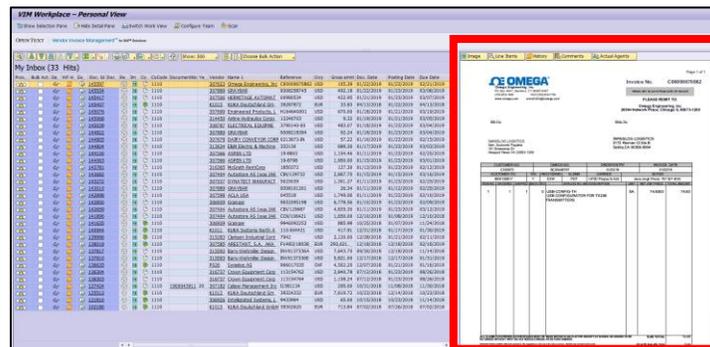
Proc...	Bulk Act.	Da...	WF H.	Ex...	Doc. Id	Doc...	Re...	Im...	Comm...	CoCode	DocumentNo	Ye...	Vendor	Name 1	Reference	Crcy	Gross amnt	Doc. Date
					142898					1110			307598	ACLA USA	045518	USD	1,749.06	01/11/2019

View Transaction

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

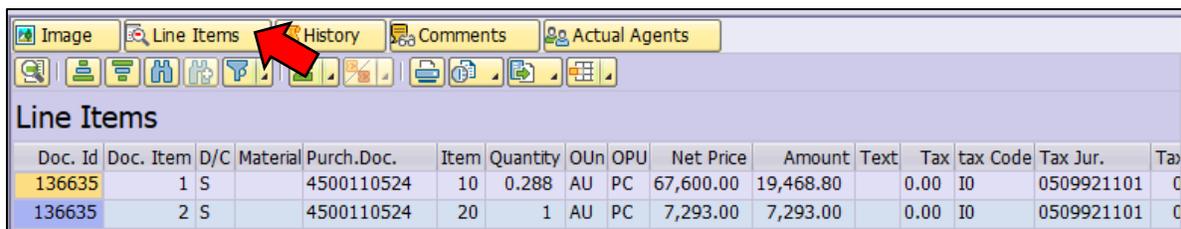
Proc...	Bulk Act.	Da...	WF H.	Ex...	Doc. Id	Doc...	Re...	Im...	Comm...	CoCode	DocumentNo	Ye...	Vendor	Name 1	Reference	Crcy	Gross amnt	Doc. Date
					142898					1110			307598	ACLA USA	045518	USD	1,749.06	01/11/2019

SAP VIM Workplace Image Display



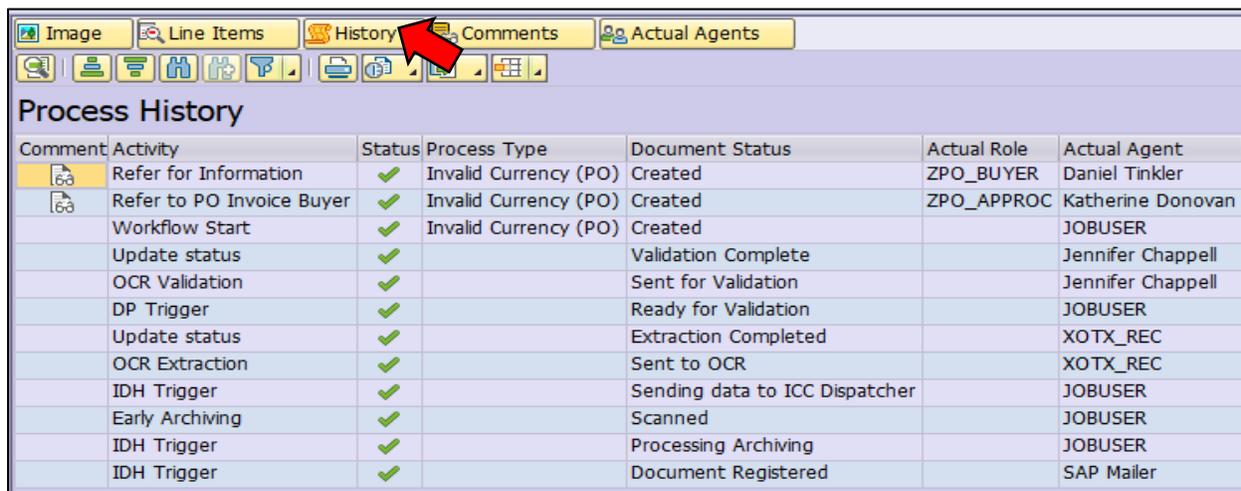
Line Item

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



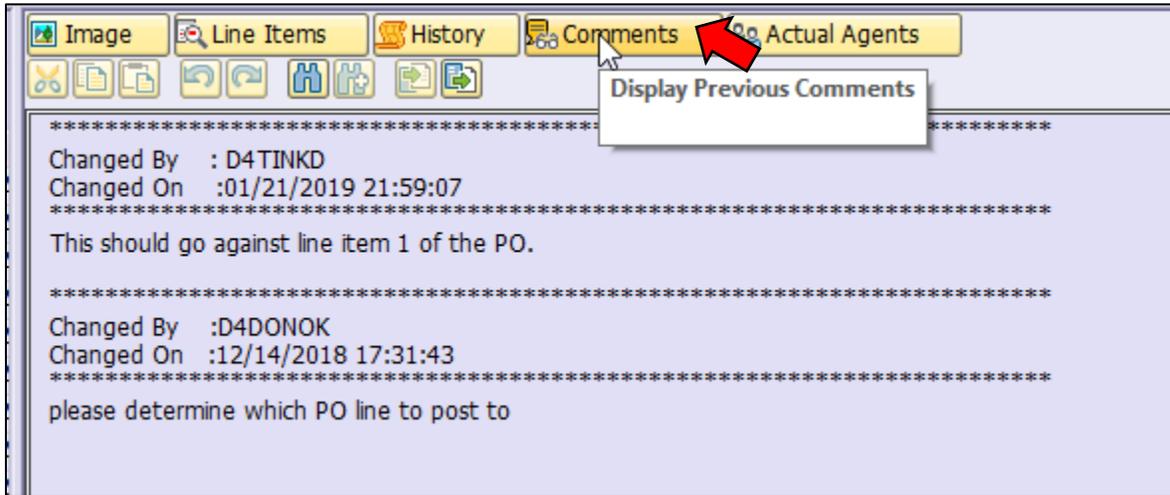
History

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.



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.

Proc...	Bulk Act.	Da...	WF H...	Ex...	Doc. Id	Doc...	Re...	Im...	Co...	CoCode	DocumentNo
					145597					1110	
					145534					1110	
					145417					1110	
					145407					1110	

Actual Agents

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

Curr.Agent	First name	Last name	Department	E-Mail Address	Tel.no.	Work item text	Doc. Item
D4CHAPJ1	Jennifer	Chappell	Accounting	jennifer.chappell@swisslog.com		Process Document 000000136635	

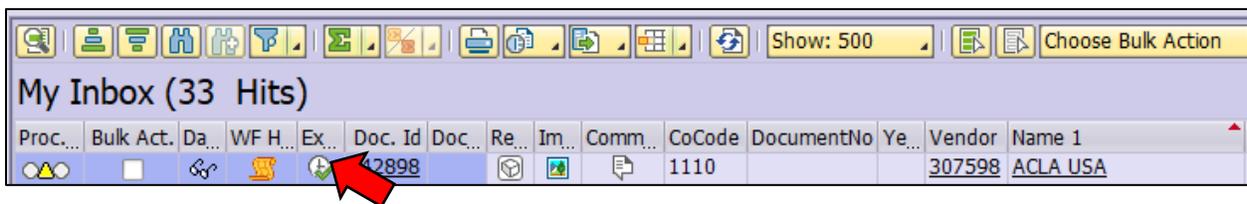
Role-Based Procedures

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.



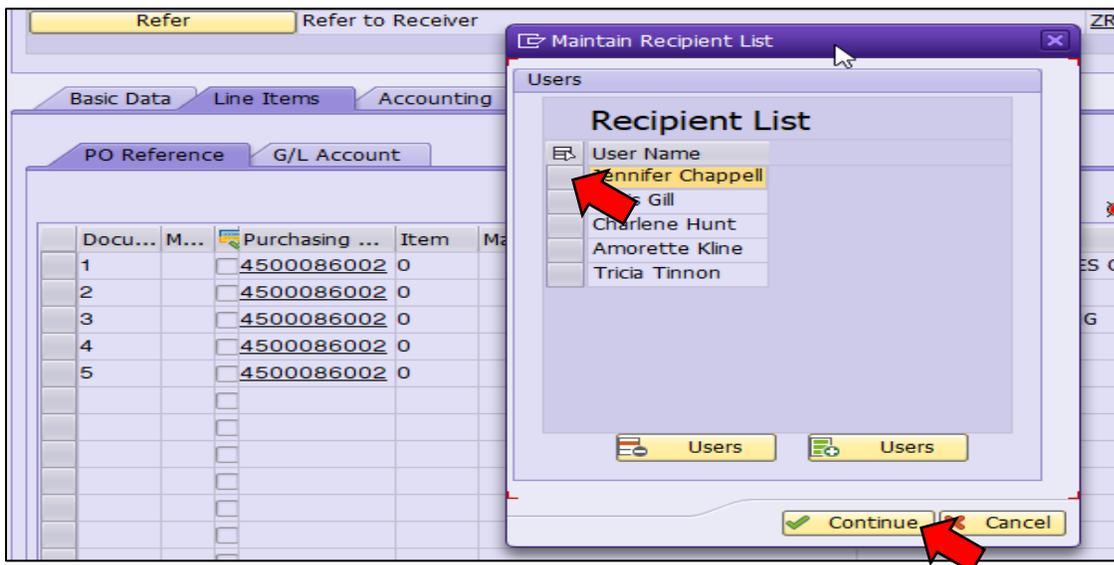
3. The *Comments* window will open. Type in all details regarding what is needed from the user to which you are referring the invoice. Once done, click the **Save** button.



- 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 processor.



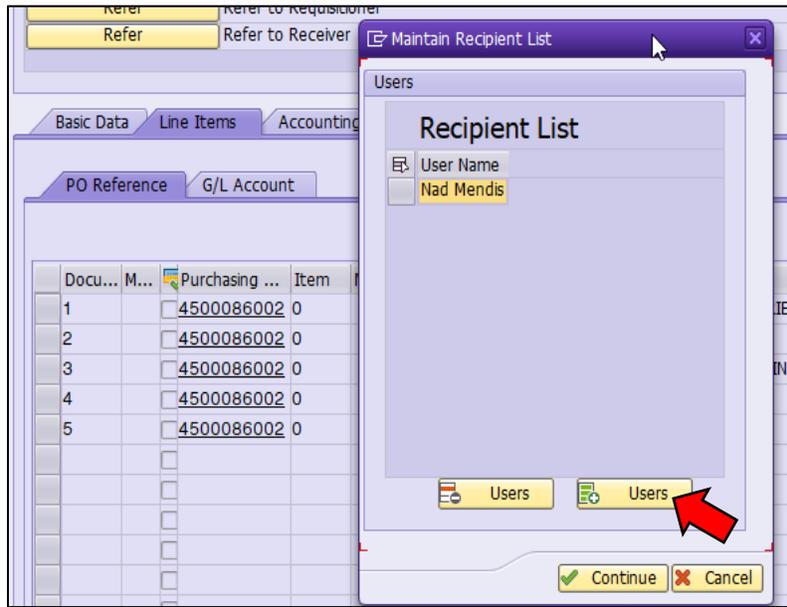
- The *Recipient List* will appear. Select the correct user and click **Continue**.



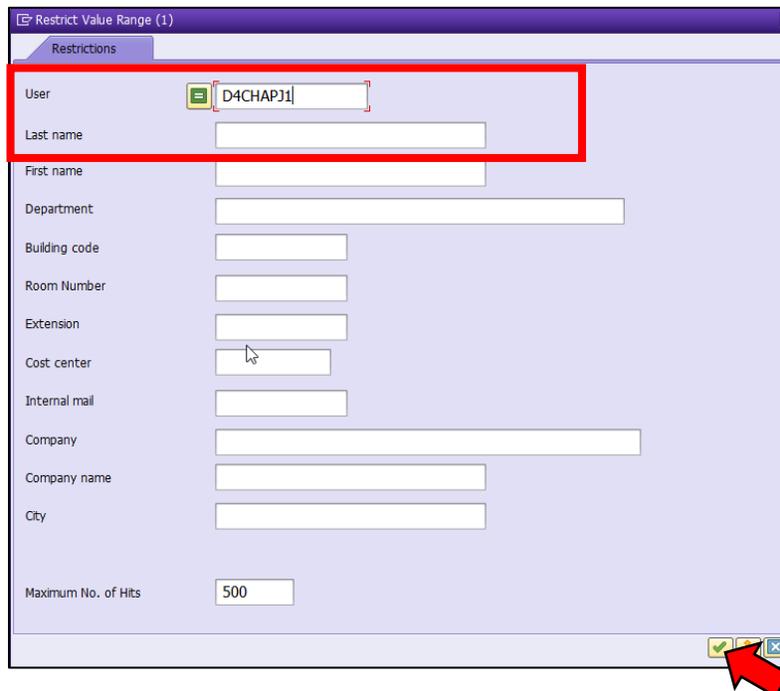
Referring to User Not in the Recipient List

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

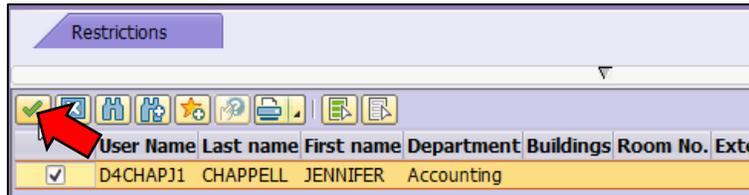
1. From the *Recipient List* screen, click the **Users** button with the green plus sign.



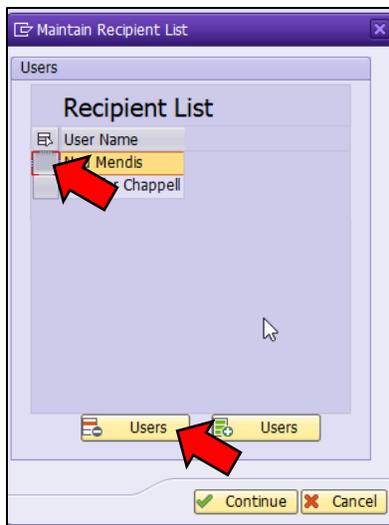
2. Enter the d4 or h4 user name in the *User* field and click on the green checkmark.
Note: If you don't know the user name, type in the last name.



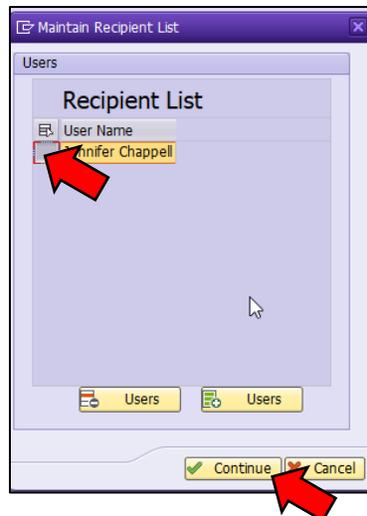
3. A list will appear, select the correct user name and click the green checkmark.



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.

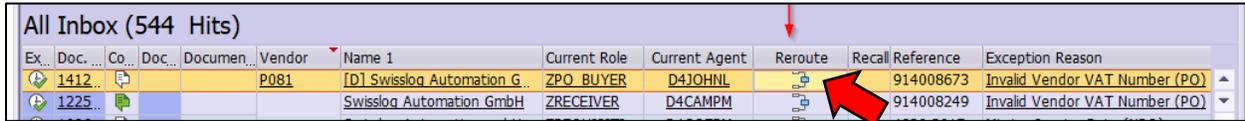


5. When your *Recipient List* includes the correct users, click the box next to the user's name and click **Continue**.



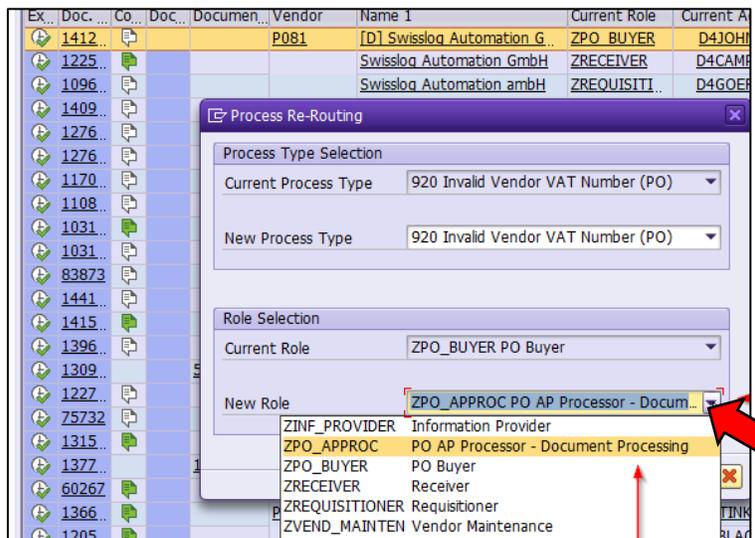
Rerouting to User

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

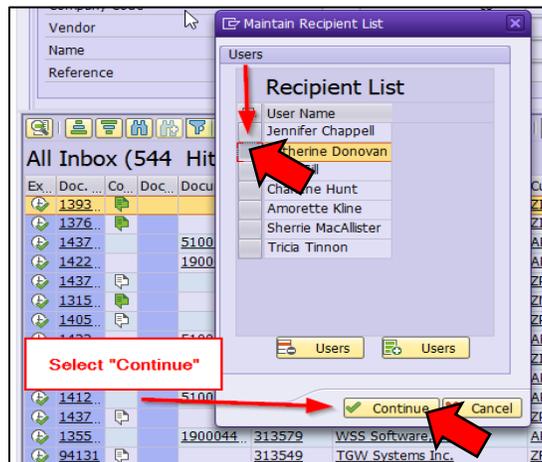


Ex...	Doc...	Co...	Doc...	Documen...	Vendor	Name 1	Current Role	Current Agent	Reroute	Recall	Reference	Exception Reason
1412					P081	[D] Swisslog Automation G...	ZPO_BUYER	D4JOHNL			914008673	Invalid Vendor VAT Number (PO)
1225						Swisslog Automation GmbH	ZRECEIVER	D4CAMP			914008249	Invalid Vendor VAT Number (PO)

- 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.
 - Select "ZPO_APPROC" to re-route PO items back to AP processor.
 - Select "ZNPO_APPROC" to re-route Non-PO items back to AP processor.



- 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.



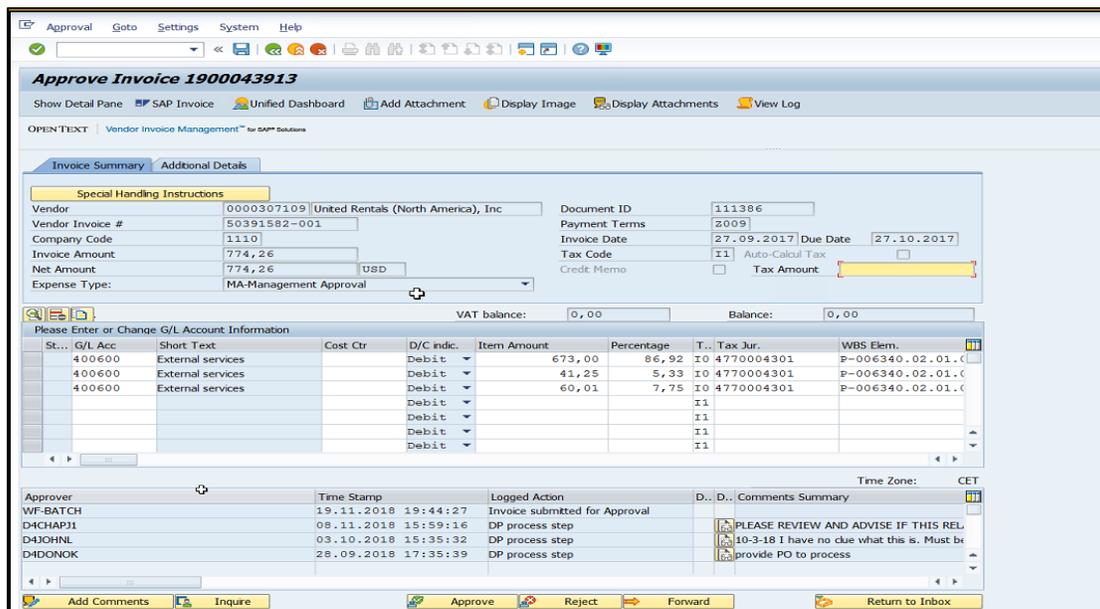
5. The bottom ribbon will confirm that the re-route was successful.



Approver

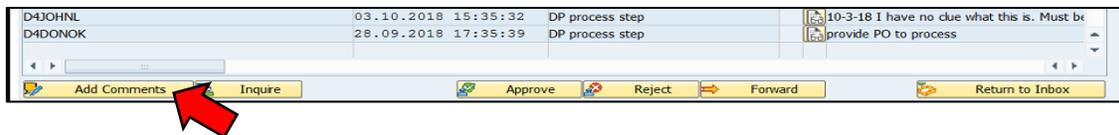
In this role, you must review, confirm, and approve the invoice for posting and payment. The invoice has been matched to the related PO or coded to the relevant cost center or WBS element.

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.

The screenshot shows the SAP VIM invoice approval interface. At the top, there are fields for 'United Rentals (North America), Inc', 'Document ID 111386', 'Payment Terms 2009', 'Invoice Date 27.09.', and 'Tax Code I1'. Below this is a table with columns: Cost Ctr, D/C indic., Item Amount, Percentage, T., and Tax Jur. The table contains several rows of debit entries. At the bottom, there is a 'Logged Action' table with columns: Time Stamp, Logged Action, D., D., and Com. The 'Approve' button is highlighted with a red arrow.

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.

The screenshot shows the 'Approve Invoice 111019000436772018' screen. It has a title bar and a 'Line Item Processing' section. Under 'Choose Next User', there are fields for 'User ID' (WINSTON.JONES), 'Email ID' (WINSTON.JONES@SWISSLOG.COM), 'First Name' (WINSTON), and 'Last Name' (JONES). A 'Name Search' button is next to the 'User ID' field. Below this is a 'Comments:' section with a text area and several icons. At the bottom, there are 'Approve' and 'Cancel' buttons. The 'Approve' button is highlighted with a red arrow.

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:

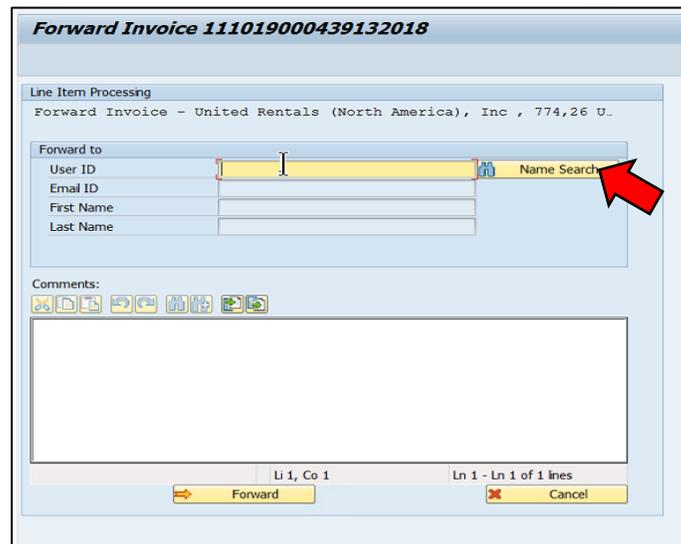
- The current user is not the correct approver.
- The current user does not have all the necessary detail to approve the expense.
- The current user is aware of an additional approval that will be required outside of the system default parameters

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

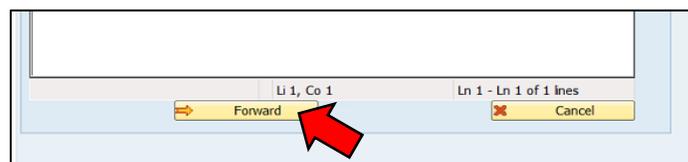
1. Click the **Forward** button.



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.



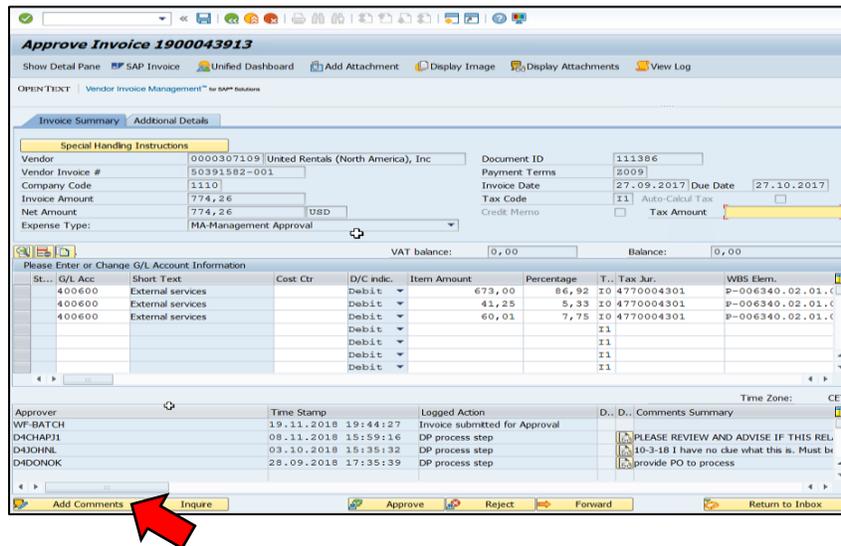
3. Enter any additional details in the *Comment* field. Click the **Forward** button.



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 to 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,

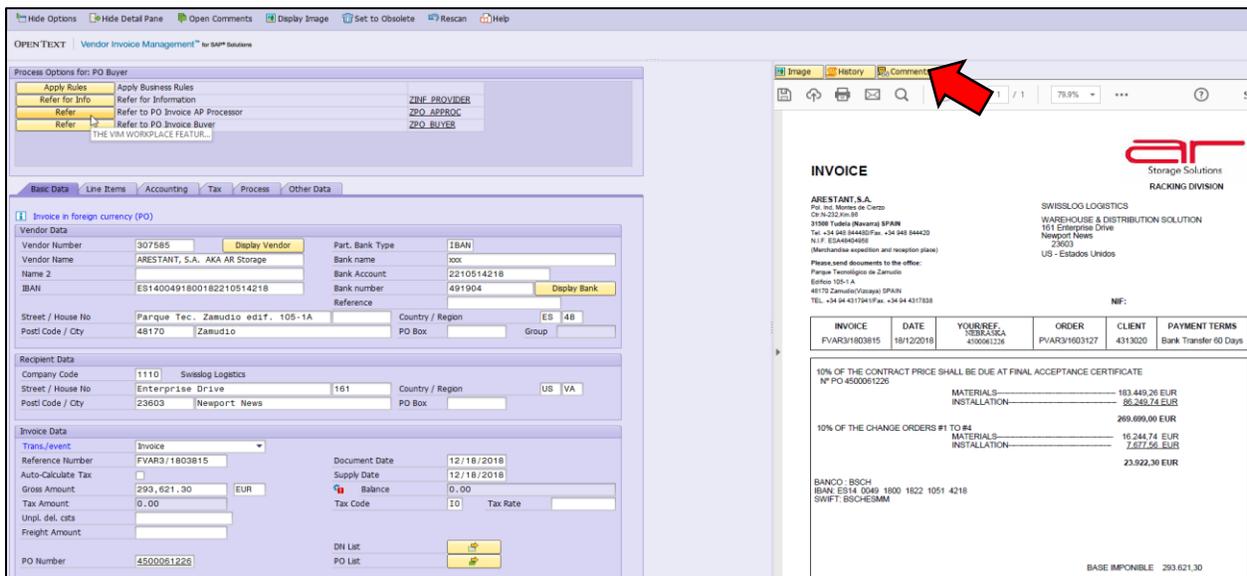
SAMPLE TEXT: The invoice related to the details below should be removed from the workflow as the vendor incorrectly billed us. The vendor will be sending a new bill.

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

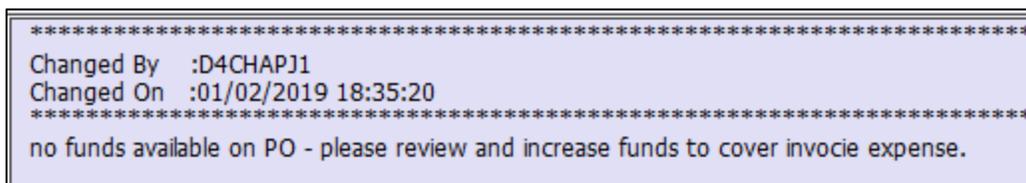
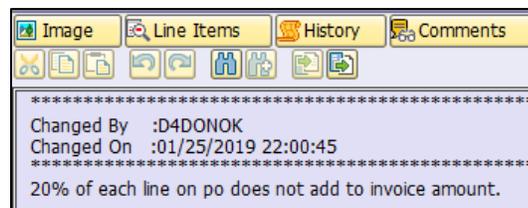
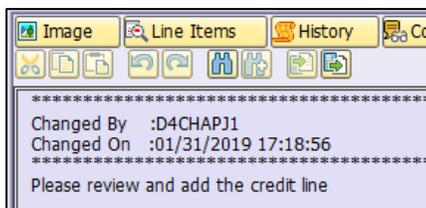
Buyer [PO]

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.



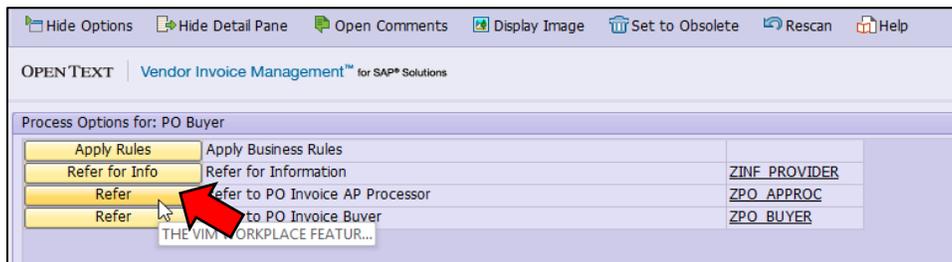
2. Read all comments before completing the tasks. Below are three sample comments a buyer may receive.



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.



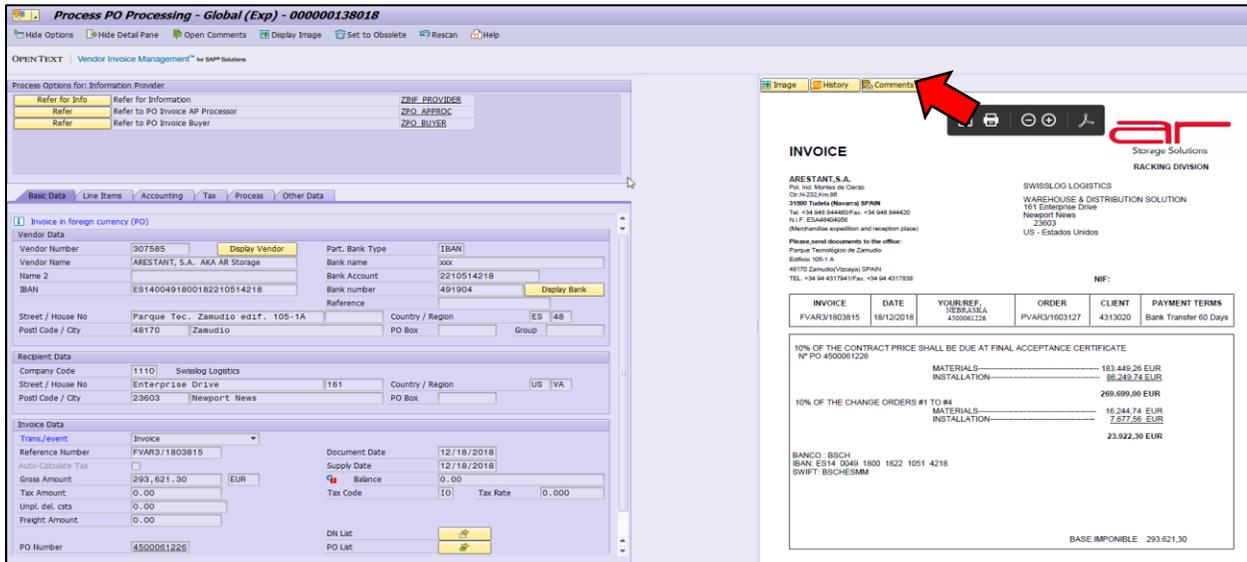
- a. If you need additional information to complete these tasks, click on **Refer for Info**. A Recipient List will appear allowing you to select the user and click **Continue**.
 - b. If you are not the PO owner, click on **Refer to PO Invoice Buyer**.
4. If all required information is complete, click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



Information Provider

In this role, you are required to provide 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:

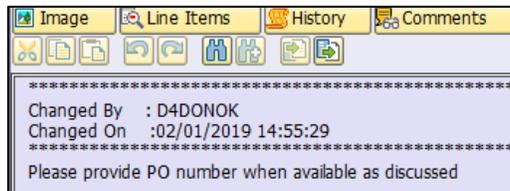
1. Click the **Comments** button located above the invoice image.



The screenshot shows the SAP VIM Workplace interface for 'Process PO Processing - Global (Exp) - 00000138018'. The interface is divided into several sections:

- Process Options for Information Provider:** A table with columns for 'Refer for Info', 'Refer for Information', 'ZNE_PROVIDER', 'ZEO_APPROC', and 'ZEO_BUYER'.
- Basic Data:** A tabbed interface with sections for 'Vendor Data', 'Recipient Data', and 'Invoice Data'. Vendor data includes fields for Vendor Number (307565), Vendor Name (ARESTANT, S.A. AKA AR Storage), IBAN (ES1400491800182210514218), and Street/House No (Parque Tec. Zamudio edif. 105-1A).
- Invoice Data:** Fields for Reference Number (FVAR3/1803815), Document Date (12/18/2018), Supply Date (12/18/2018), Gross Amount (293,621.30 EUR), and Tax Code (10).
- Invoice Summary:** A table with columns for INVOICE, DATE, YOUR REF., ORDER, CLIENT, and PAYMENT TERMS. It lists invoice details for FVAR3/1803815 dated 18/12/2018.
- Comments:** A red arrow points to the 'Comments' button in the top right toolbar.

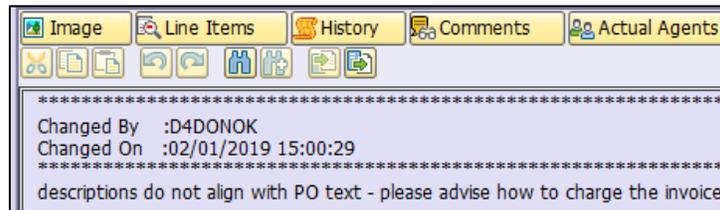
2. Read all comments before completing the tasks. Below are two sample comments an information provider may receive.



The screenshot shows the 'Comments' window with the following text:

```

*****
Changed By   :D4DONOK
Changed On   :02/01/2019 14:55:29
*****
Please provide PO number when available as discussed
    
```



The screenshot shows the 'Comments' window with the following text:

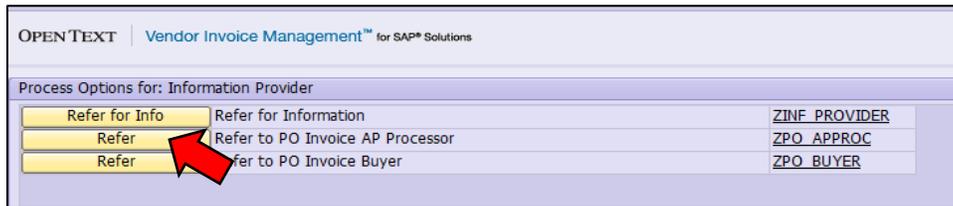
```

*****
Changed By   :D4DONOK
Changed On   :02/01/2019 15:00:29
*****
descriptions do not align with PO text - please advise how to charge the invoice
    
```

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.



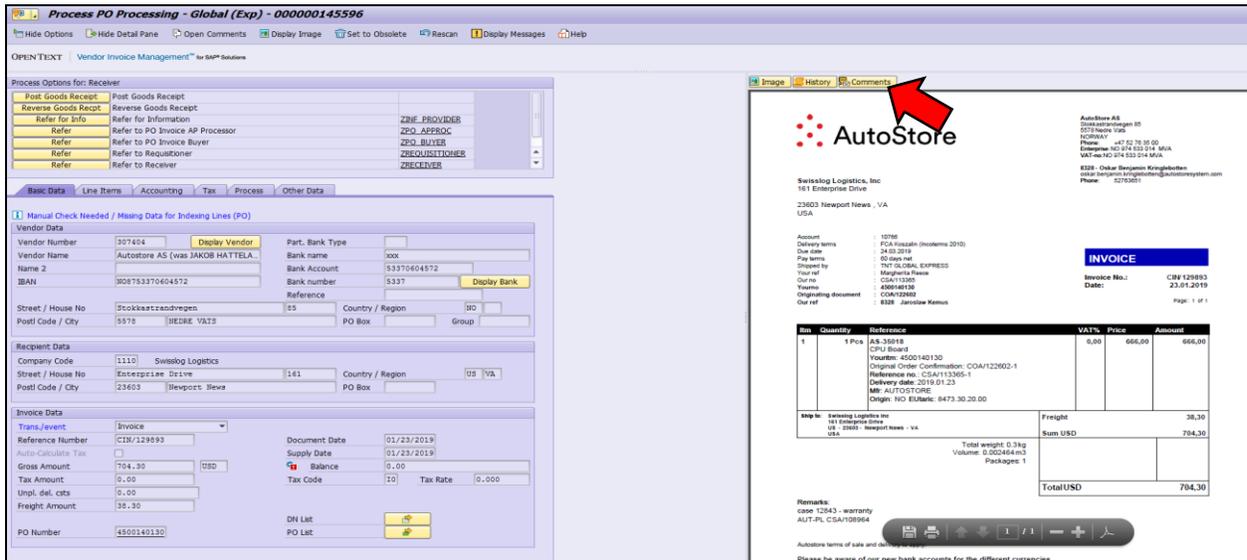
- a. If you need additional information to complete these tasks, click on **Refer for Info**. A Recipient List will appear allowing you to select the user and click **Continue**.
 - b. If you are not the PO owner, click on **Refer to PO Invoice Buyer**.
4. Click on **Refer to AP Processor**.



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:

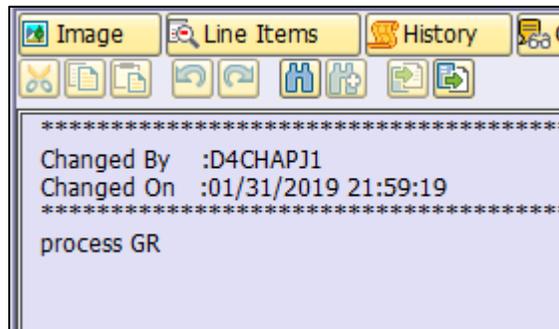
1. Click the **Comments** button located above the invoice image.



The screenshot shows the SAP VIM Workplace interface for 'Process PO Processing - Global (Exp) - 00000145596'. The interface is divided into several sections:

- Process Options for Receiver:** A list of actions such as 'Post Goods Receipt', 'Reverse Goods Receipt', and 'Refer for 3rd Party'.
- Basic Data:** Fields for Vendor Number (307404), Vendor Name (Autostore AS), and other details.
- Invoice Data:** Fields for Reference Number (CIB123893), Document Date (01/23/2019), and other invoice-related information.
- Invoice Image:** A preview of the invoice from 'AutoStore' for 'Swisslog Logistics, Inc'. A red arrow points to the 'Comments' button located above the image.

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



The screenshot shows a comment box with the following text:

```

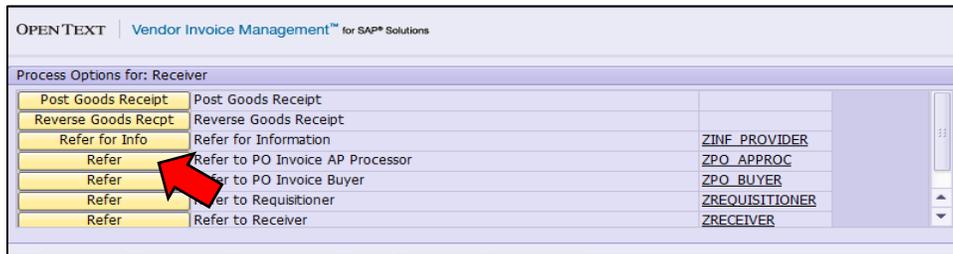
*****
Changed By  :D4CHAPJ1
Changed On  :01/31/2019 21:59:19
*****
process GR
    
```

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**.

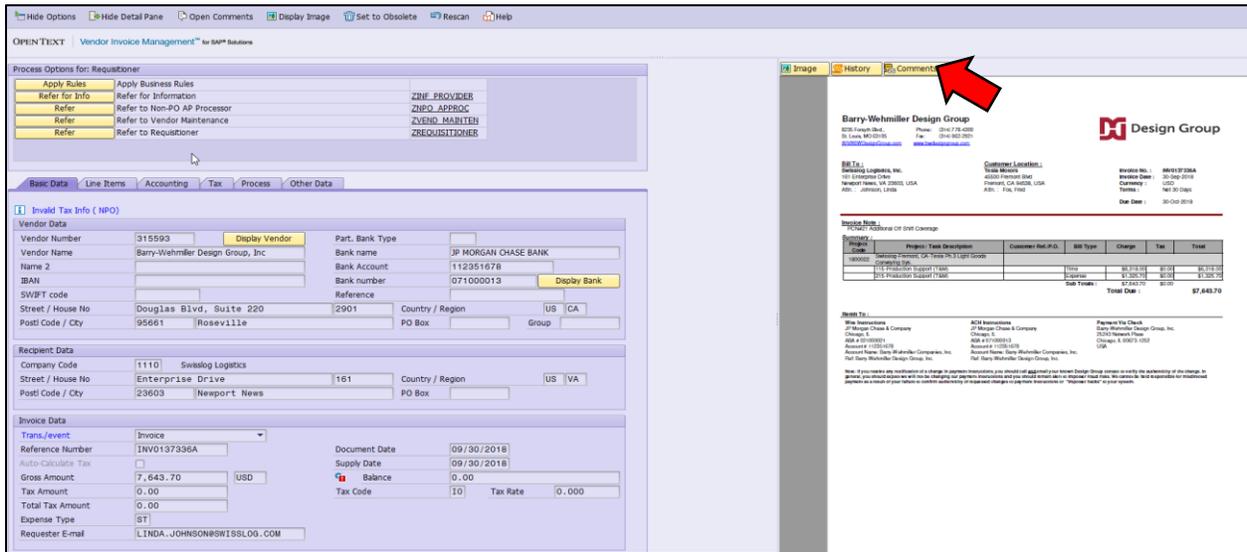
4. Click on **Refer to AP Processor**.



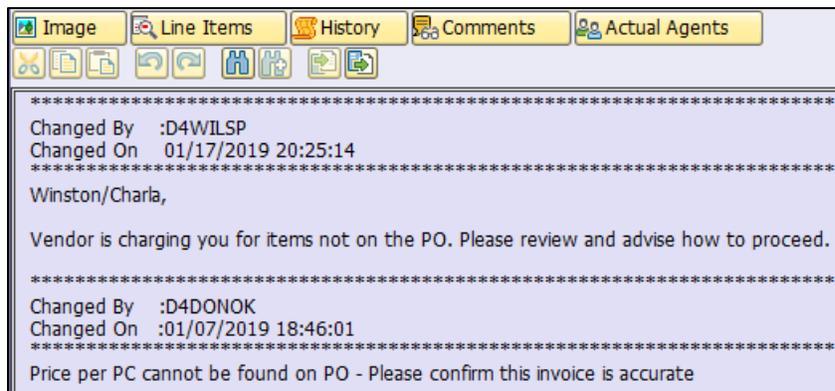
Requisitioner [PO/Non-PO]

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**.

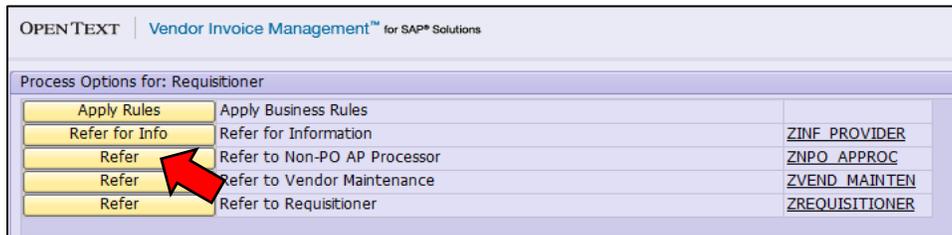
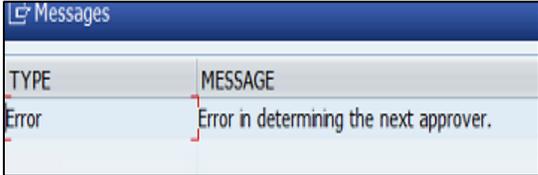
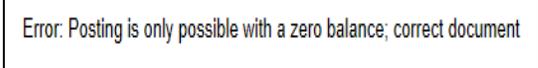


Table 2: Error Codes and Resolution Steps

Error Message	Explanation	Resolution
<p>“Error in determining next approver”</p> <p>“Error: the next approver is not specified”</p> 	<p>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.</p>	<ol style="list-style-type: none"> 1. Create an email to send to Accounting Manager, as well as the relevant Finance Project Controller. 2. Your email should include the following: <ol style="list-style-type: none"> 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
<p>“Document date and posting date are in different fiscal years”</p> 	<p>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.</p> <p>Invoices with document/invoice dates in a different year WILL generate an error.</p> <p>Both instances DO NOT PREVENT APPROVALS but require additional steps by Accounts Payable.</p>	<p>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.</p>
<p>“Posting only possible with zero balance”</p> 	<p>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.</p> <p>Accounts Payable CANNOT approve the invoice, and the error tends to show up after it has populated in the user’s box.</p>	<p>Editing options are available to an approver.</p> <p>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.</p>

Error Message	Explanation	Resolution
<p data-bbox="205 269 716 302">"No chart of authority settings maintained"</p> 	<p data-bbox="787 269 1157 513">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.</p>	<ol style="list-style-type: none"> <li data-bbox="1186 269 1843 334">1. Create an email to send to Accounting Manager, as well as the relevant Finance Project Controller. <li data-bbox="1186 334 1871 578">2. Your email should include the following: <ol style="list-style-type: none"> <li data-bbox="1283 375 1608 407">a. Screenshot of the error <li data-bbox="1283 407 1864 472">b. WBS element / cost center that the invoice is being charged against <li data-bbox="1283 472 1871 537">c. The approver and the approver's supervisor's name <li data-bbox="1283 537 1856 578">d. Invoice information [date, number, amount] <li data-bbox="1186 578 1877 724">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.