

## HOW TO USE WORKFLOW

This document explains the Workflow module of Baseplan Enterprise and associated functions including Purchase Order (PO) Authorisation and Credit Note Authorisation. The purpose of this document is to also demonstrate the setup of security users in the system.

**Note:** This document explains the functional aspects of Baseplan Workflow. A separate procedure of configuration must be followed to install and deploy workflow prior to use.

*Please refer to the 'Approval Workflow Installation' guide for more information.*

**Software Version: 1801**

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## WORKFLOW MODULE USAGE

AREA	FEATURES	DESCRIPTION	REQUIRED	COMMENTS
Workflow	Reminders	Create or edit reminders	Yes	
	Reminders Summary	List all reminders, allow scoping by date, module, created by, and status	Yes	
	Document Inbox	Display reminders for users including the user and next action to take	Yes	
	View All	Display all reminders	Yes	
	Remove from Inbox	Reminder can be removed	Yes	
	Remove and Delete	Reminder can be permanently removed or deleted	Yes	
	Sent to Another User	Message can be sent to another user	Yes	
	Approval Requests	Displays all approval requests submitted (general/branch user) and those pending approval (supervisor/manager)	Yes	
Procedures	Purge Reminders	Purge completed reminders up and including the selected date	Yes	

## PURCHASE ORDERS

Purchase orders are created for any purchase activity around assets or stock items. PO limits can be used to control purchase orders and maintain budgets more effectively.

*Please refer to the 'How to Process Purchase Orders' guide for more information.*

### PO Limits

Line types classify purchase items:

- A – Assets
- I – Inventory
- P – Overseas stock

Sub line types can help control operational costs by putting a limit on specific types of expenses, and associate expenses to the relevant accounts

**For example:** Fees (FE) and Office Maintenance (OM) are two sub line types for line type 'O'. Purchases for line type 'FE' can only accrue to administration, accountancy or consultancy accounts.

Purchase order limits can be applied to users by purchase order line type and/ by sub line type.

**For example:** A user can make purchases worth up to \$2000.00 for line type 'O'. However, out of this budget, only \$500.00 can be used for office cleaning expenses i.e. sub line type 'OM'.

## PO Authorisation

To confirm a purchase order, the user requires sufficient PO limits relating to the purchase order line type and sub line type. If the user does not have sufficient limits, the PO cannot be processed further for receipt of goods until authorised by the relevant user with necessary PO limits.

A purchase order can be confirmed by following the steps below:

1. From the Menu, select **Purchase Orders > Purchase Orders**
2. Display the relevant purchase order
3. Click CONFIRM

The following message displays if the user confirming the purchase order has insufficient PO limits:

**Info:** "User [USERNAME] does not have enough PO limit for line type [I]."

There are two ways to authorise purchase orders:

1. Requesting the supervisor/manager to authorise from the *Purchase Orders* screen or
2. Routing the purchase order to the supervisor/manager from email

The 'PO' record must be enabled from the SYS\_Sources table for this workflow to function. *Please contact Baseplan Support for more information.*

### Authorisation from Purchase Orders Screen

1. From the Menu, select **Purchase Orders > Purchase Orders**
2. Display the PO to be authorised
3. Click the AUTHORISE button in the *Purchase Order Details* panel

This will open the *PO Authorisation* screen

4. Enter the **Password** (this is the user's network password)
5. Select the PO detail lines to be authorised
6. Enter the authorisation amount in the **Amount still to be Authorised** field if different than the actual PO detail line amount
7. Click OK

If the authorising user (manager or supervisor) does not have the required PO limits, the following message will display:

**Info:** "No Detail line(s) within your limit have been authorised:

[Row 1] Amount to authorise [\$72,000] exceeds PO Limit [\$50,000] for user [Baseplan]."

If the authorising user (manager or supervisor) has the required PO limits, the following message will display:

**Info:** "Successfully authorised detail line(s) within your limit."

Once authorised, the *PO Authorisation* screen will close and return to the *Purchase Orders* screen.

The name of the user who has authorised the purchase order will be displayed next to the AUTHORISED button on the *Purchase Order Details* panel.

The purchase order can now be confirmed and processed following the usual process.

### Authorisation from Email

The following setup must be completed for routing purchase order authorisations to managers/supervisors through email:

- Active Directory
- Email Subject Text
- User Setup

### Configuration

1. Define each user in the Active Directory
2. Set up General User / Branch User
  - 2.1. In the *Organisation* tab, define the manager/supervisor whom the user/branch user directly reports to.
3. Set up Operation Manager / Supervisor
  - 3.1. In the *Organisation* tab, define the manager whom the Operation Manager / Supervisor might directly report to.

The list of users that directly report to this person is shown under the *Direct reports* panel.

4. Configure the email subject text. This is done in the backend from the table SYS\_Sources.

**Note:** The email text is not user configurable, but it can be set by Baseplan.

ACTION	EMAIL SUBJECT TEXT EXAMPLE
PO Escalation	Workflow – PO Escalation Request
PO Approval	Workflow – PO Approved
PO Cancellation	Workflow – PO Cancelled
PO Rejected	Workflow – PO Rejected

When an escalation email is sent, the Purchase Order Details report will be shared as an attachment. The email recipient can APPROVE or REJECT the purchase order in the email by clicking the relevant hyperlink.

5. Configure the users from **Menu > Security > Users**

For users involved in the workflow process, define a value in **Domain** field. It should be the same domain value maintained in the Active Directory.

For users who are allowed to edit the **Route to User** in *Approval Requests* screen, define the **Workflow Source Admin Role**.

The options available from the **Workflow Source Admin Role** drop down list are explained in the table below:

VALUE	DESCRIPTION
Accounts Payable	The user who is able to edit the <b>Route to User</b> for purchase order in the <i>Approval Requests</i> screen.
Accounts Receivable	The user who is able to edit the <b>Route to User</b> for customer invoice in the <i>Approval Requests</i> screen.

### Process

When a user is not able to confirm a purchase order, a warning message displays.

**Info:** “User [[ABC]] does not have enough PO Limit for line type [[O]]”

1. Click OK

This will open the *Purchase Order Logon* screen.

2. Enter your initials as configured in the Baseplan Enterprise User record
3. Click OK

This will open the *Reporting Structure* screen based on the organisation hierarchy defined in Active Directory.

The purchase order will route to the user in the default selected line. A different user with the required PO limits can also be selected from the list displayed.

The user in the default selected line comes with the Direct Report person (direct supervisor/manager) maintained in the Active Directory.

4. Click SAVE in the toolbar of the *Reporting Structure* screen

**Info:** “Your request has been sent to the workflow engine.”

5. Click OK

The user selected in the *Reporting Structure* screen will receive an email notifying them about the approval request. A PO Authorisation report will be attached to the email.



The approver (supervisor/manager) can approve the PO from the [Purchase Orders](#) screen, or click the hyperlink in the email to approve/reject the PO. The hyperlink will point to a web portal that allows to input text and confirm the action.

If REJECT is clicked in the email, a Reject Reason can be entered in the portal.

Alternatively, the approver can select **Workflow > Approval Requests** from the Menu in Baseplan Enterprise. This will open the *Approval Requests Login* screen requesting approver initials. Once entered, the *Approval Requests* screen will open.

All submitted requests will be displayed in the *Requests Submitted* panel (general/branch user). If the person is an approver (supervisor/manager), the requests awaiting approval will display in the *Requests Requiring My Approval* panel. The **Status** of these requests will be 'PENDING'.

The user can select the relevant detail line and right-click to approve/reject the request. If the user has a role defined in the **Workflow Source Admin Role** field on the *Users* screen, they can select another user to route the request to.

**Note:** Attempting to resend an approval request on the PO, will display the following message:

“There is a pending workflow request for the PO.”

Once the request is approved, the originator of the PO will receive an email.

The PO **Status** in Baseplan Enterprise will be updated to 'CONFIRMED' with the name of the approver next to the AUTHORISED button.

## CREDIT NOTES

Credit notes are receipts given to customers on the return of goods. These notes can be used against future purchases.

Credit notes can be created from existing customer invoices or manual credits can be entered by adding a new credit note record from the *Customer Invoices / Credit Notes* screen.

Please refer to the 'How to Process Credit Notes' guide for more information.

### Credit Note Authorisation

The source 'RFC' must be enabled from the SYS\_Sources table for this workflow to function. If this source is disabled, set **Enabled** = 1 and **Escalation\_Time** (in minutes) to a value as per the following calculation:

Escalation Time = Days before escalating request X 24 \* 60

**For example:** If a request is to be escalated to the next in line manager after 2 days, then

Escalation Time = 2 X 24 \* 60 = 2880

Alternatively, contact Baseplan Support for updating this source record.

A credit note can only be posted if the user has sufficient credit invoice limit. This is configured in the **Credit Inv. Limit** field on the *Users* screen.

**Note:** Ensure that the system parameter **Use User Credit Invoice Limit in Invoice Posting** is disabled as this parameter is not needed for Approval Workflows.

Attempting to post a credit note beyond this limit will display the *Invoice Logon* screen requesting the user initials. If an approver (supervisor/manager) with sufficient credit invoice limits enters their initials, the note will be posted.

If the initials belong to a user with credit invoice limit less than the value of the credit note, the following message will display:

**Info:** "The credit value is above your limit and approval is required."

1. Click OK to this message

This will open the *Reporting Structure* screen, displaying the organisation hierarchy defined in the Active Directory.

The credit note will route to the user in the default selected line. A different user with the required credit invoice limits can also be selected from the list displayed.

The user in the default selected line comes with the Direct Report person (direct supervisor/manager) maintained in the Active Directory.

2. Click SAVE in the toolbar of the *Reporting Structure* screen

**Info:** “Your request has been sent to the workflow engine.”

3. Click OK

The user selected in the *Reporting Structure* screen will receive an email notifying them about the approval request.

The credit note can be approved by clicking APPROVE in the email. This will lead to the Baseplan portal where a message can be entered for the creator of the note.

Alternatively, the approver can select **Workflow > Approval Requests** from the Menu in Baseplan Enterprise. This will open the *Approval Requests Login* screen requesting approver initials. Once entered, the *Approval Requests* screen will open.

All submitted requests will be displayed in the *Requests Submitted* panel (general/branch user). If the person is an approver (supervisor/manager), the requests awaiting approval will display in the *Requests Requiring My Approval* panel. The **Status** of these requests will be ‘PENDING’.

The user can select the relevant detail line and right-click to approve/reject the request. If the user has a role defined in the **Workflow Source Admin Role** field on the *Users* screen, they can select another user to route the request to.

Once the request is approved, the originator of the credit note will receive an email.

The note will be ‘POSTED’ in Baseplan Enterprise.

## SUPPLIER INVOICES

Please refer to the 'How to Process Sub-Rental Contracts' guide for information on creating and posting sub-rental supplier invoices.

### Supplier Invoice Authorisation

The SubHire record must be enabled (from SYS\_Sources) for this workflow to function. Please contact Baseplan Support for more information.

**Note:** Supplier invoices without a preceding PO and sub-rental supplier invoices may also be authorised following the process below.

The user must have sufficient PO limits for line type 'S' to post a supplier invoice. Otherwise, the invoice will have to be approved by a supervisor/manager with the relevant PO limit.

The **Auth. Required** checkbox must be checked by the reviewer. Typically, an AP officer could be a reviewer.

The invoice will be on hold until authorised.

1. Click AUTHORISE

This will open the *Authorise Orders* screen.

2. Enter the amount to be authorised in the **To be Authorised** field
3. Click AUTHORISE

This will open the *Authorise* screen, requesting user credentials.

If the user has insufficient PO limits for line type 'S', the following message appears:

**Info:** "This order requires authorisation."

4. Click OK

This will open the *Reporting Structure* screen based on the organisation hierarchy defined in Active Directory.

The user selected in the *Reporting Structure* screen will receive an email notifying them about the approval request.

The invoice can be approved by clicking APPROVE in the email. This will lead to the Baseplan portal where a message can be entered for the creator of the invoice.

Alternatively, the approver can select **Workflow > Approval Requests** from the Menu in Baseplan Enterprise. This will open the *Approval Requests Login* screen requesting approver initials. Once entered, the *Approval Requests* screen will open.

All submitted requests will be displayed in the *Requests Submitted* panel (general/branch user). If the person is an approver (supervisor/manager), the requests awaiting approval will display in the *Requests Requiring My Approval* panel. The **Status** of these requests will be 'PENDING'.

Once the request is approved, the originator of the invoice will receive an email.

The invoice can then be 'POSTED' in Baseplan Enterprise.

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