

Issue: Non-PO Invoice not found in any queue.

Discovery: "Workflow" field indicates it should be in the \$5K Approver Queue.

The screenshot shows the DocuWare Accounting interface. At the top, there's a search bar with 'NonPO Invoice - AP Search' entered. Below the search bar is a table with columns: Transaction Reference, Invoice Date, Invoice Amount, Tax, Freight, Approver, Scanned By, Entered By, Date Entered, Last Modified By, Date Last Modified, and Workflow. The first row of data shows: company, VA0068825, 06/21/2019, 2,107.45, 0.00, 0.00, WMIngram, WXWei, WXWei, 06/28/2019 12:22 PM, MJHacker, 07/19/2019 4:09 PM, and \$5K Approver Queue.

Quite a bit of History found for this invoice. All should have "END" reported when complete. All but one have this status.

Look at the last "5K NonPO Invoice Approval" history. It shows "General Task" indicating it was not formally closed.

See next page.

The first screenshot shows the 'History' window for 'Workflow' version 7. It has a table with columns 'Type' and 'Name'. The rows are: Start (Start), General Task (AP Completes - Both), and End (End). To the right, there's a list of workflow steps: 00 NonPO Invoice - 1st Review, 5K NonPO Invoice Approval, AP NonPO Invoice Overdue, 5K NonPO Invoice Approval, AP NonPO Invoice Overdue, 5K NonPO Invoice Approval, AP NonPO Invoice Overdue, 2K NonPO Invoice Approval, AP NonPO Invoice Overdue, 2K NonPO Invoice Approval, AP NonPO Invoice Overdue, and AP NonPO Invoice Overdue. The 5K NonPO Invoice Approval step is highlighted in blue.

The second screenshot shows the 'History' window for 'Workflow' version 2. It has a table with columns 'Type', 'Name', 'Operation', and 'Date'. The rows are: Start (Start, 07/19/2019) and General Task (\$5K Approver Task - Both, Overdue, 07/23/2019).

Click on “**Show Automatic Activities**” displays details where the issue lay.

It appears this invoice was opened and remained open for over 12 minutes. During this time

During this time SWP*** had the invoice open, the system attempted to make changes to index fields, but can not when someone else is currently working a document.** The DocuWare system attempted to perform actions six times.

This is only recoverable by **Resubmitting.**

History

Workflow Document

0 A A A A A A S S S S S SK NonPO I... 2 2

Workflow version: 2

Type	Name	Operation	Date
User assignment	Assign Current Appr		07/19/2019
Condition	Invoice <= \$5000	Less	07/19/2019
Condition	EXPENSE Empty	Yes	07/19/2019
Condition	DEPT is Empty	Yes	07/19/2019
General Task	\$5K Approver Task - Both	Overdue	07/23/2019
Data assignment	Set Overdue	Faulted	07/23/2019
Time: 4:09 PM			
Error in system activity: Document 30892 cannot be processed because user SWP [redacted] already working on the document			
Data assignment	Set Overdue	Faulted	07/23/2019
Data assignment	Set Overdue	Faulted	07/23/2019
Data assignment	Set Overdue	Faulted	07/23/2019
Data assignment	Set Overdue	Faulted	07/23/2019
Data assignment	Set Overdue	Faulted	07/23/2019

Show automatic activities

Data assignment	Set Overdue	Faulted	07/23/2019
Data assignment	Set Overdue	Faulted	07/23/2019
Time: 4:19 PM			
Error in system activity: Document 30892 cannot be processed because user SWP [redacted] already working on the document			

Show automatic activities

Edit the index fields and change the Approver to "Resubmitted"

DocuWare

Accounting | Searches | Tasks 11

NonPO Invoice - AP Search

Editing index entries of "155533"

< Cancel

Vendor Number	A91000
Vendor Name	[Redacted] Company
Transaction Reference	VA0068825
Invoice Amount	2,107.45
Invoice Date	06/21/2019
Tax	0.00
Freight	0.00
Approver	Resubmitted
Expense 1	
Dent Code 1	

The invoice is now ready for AP rerouting to direct to the proper approver:

DocuWare APClerk of America

Accounting | Searches | **Tasks** 12

AP NonPO Invoice Final Approved | AP No Approval Required | Received requests | **AP NonPO Invoice Resubmitted**

Reassign | History

Vendor Number	Vendor Name	Transaction Reference	Invoice Amount	Invoice Date	Approver	Comments
A01654	[REDACTED]	998294023	2,687.50	06/28/2019	Queued for Resubmi...	
A91000	[REDACTED] Company	VA0068825	2,107.45	06/21/2019	Queued for Resubmissi...	


1-2 of 2

Tools

Display

69%

Annotations



FINAL APPROVAL

Executive Approval

\$15K Approver

\$10K Approver

\$5K Approver

FINAL APPROVAL: Enter Expense & Dept Code. Be sure to enter invoice data in the ERP system first. APPROVAL QUEUES: Make any needed corrections, and select an Approver. REJECT: Rejections quit the approval process and remain stored. NOTE: To resubmit a rejected invoice, enter

INVOICE

Invoice Date: 06/21/2019

Invoice No: VA0068825

Invoice Total: 2,107.46 USD

Due Date: 07/21/2019

Sold To: 7/10/2019, 2:29 PM

AP Completes - Both

\$5K Approver: WMingram

7/12/2019, 1:10 PM

AP Completes - Both

\$5K Approver: WMingram

7/12/2019, 4:10 PM

AP Completes - Both

\$5K Approver: WMingram

This Order and Document is subject to the "Terms of Purchase" posted on www.ladent.com.

Line No	Quantity Ordered	Quantity Shipped	Quantity Backordered	Description	Contract No.	Part No.	Price / Hundred	Amount
1	1.668	1.000	0	M12 EN137 L/W/P	200150815	002301-NG	1.0000	10.80
2	259	250	0	M5C-8013 1/2" W/PC	118156623	000000000000	2.0000	51.00
3	10	13	0	M5C-4-30104444 PE	200150117	00000000-RES	138.0000	10.80
4	399	390	0	B-1-C130000-1.8 x 4.5	120011008	000000000000	4.0000	20.00
5	259	250	0	B-1-C130000-1.8 x 4.5	191100013	000000000000	4.0000	10.20
6	259	250	0	B-1-C130000-1.8 x 4.5	200150002	000000000000	4.0000	20.00
7	1.668	1.000	0	M5 EN137 L/W/P	200150002	00230000-NG	1.0000	10.80
8	259	250	0	M5 EN137 L/W/P	118156623	00230000-NG	6.0000	10.20
9	407	393	0	M5 EN137 L/W/P	200150122	00000000-RES	125.0000	41.40
10	26	26	0	M5 EN137 L/W/P	200150122	00230000-NG	27.0000	13.50
11	26	26	0	M5 EN137 L/W/P	190001002	00000000-NG	34.0000	8.90
12	242	242	0	M5 EN137 L/W/P	118012198	00100000-RES	16.0000	11.84
13	189	180	0	M5-A-13A30 1/2" B-25C10	200150122	000000000000	15.0000	15.00
14	26	26	0	M5-A-13A30 1/2" B-25C10	200150122	000000000000	14.0000	4.70
15	26	26	0	M5-A-13A30 1/2" B-25C10	190001002	000000000000	41.0000	10.70
16	26	26	0	M5-A-13A30 1/2" B-25C10	200150122	00000000-RES	172.0000	67.80
17	76	75	0	M5C-4-30104444 PE	200150117	00000000-RES	138.0000	50.10
18	76	75	0	M5C-4-30104444 PE	190001002	000000000000	648.0000	140.80
19	388	380	0	B-1-C130000-1.8 x 4.5	190001002	00000000-RES	10.0000	50.00
20	388	380	0	B-1-C130000-1.8 x 4.5	200150002	000000000000	14.0000	28.00
21	259	250	0	B-1-C130000-1.8 x 4.5	200150122	00000000-RES	10.0000	50.00
22	189	180	0	B-1-C130000-1.8 x 4.5	200150122	000000000000	25.0000	45.00
23	259	250	0	B-1-C130000-1.8 x 4.5	190001002	000000000000	35.0000	87.30
24	189	180	0	B-1-C130000-1.8 x 4.5	200150004	000000000000	21.0000	21.00
25	40	40	0	89 Eng LLS/0V-18 BLK	ANVLL	200150000-RES	252.0000	101.20
26	35	35	0	89 Eng LLS/0V-18 BLK	ANVLL	200150000-RES	198.0000	69.30
27	10	10	0	89 Eng LLS/0V-18 BLK	ANVLL	200150000-RES	175.0000	17.50
28	40	39	0	89 Eng LLS/0V-18 BLK	ANVLL	200150000-RES	176.0000	68.40
29	3	3	0	89 Eng LLS/0V-18 BLK	ANVLL	200150000-RES	254.0000	76.20
30	40	40	0	89 Eng LLS/0V-18 BLK	ANVLL	200150000-RES	81.0000	32.40
31	10	10	0	89 Eng LLS/0V-18 BLK	ANVLL	200150000-RES	460.0000	46.00
32	10	10	0	89 Eng LLS/0V-18 BLK	ANVLL	200150000-RES	412.0000	41.20
33	20	20	0	89 Eng LLS/0V-18 BLK	ANVLL	200150000-RES	605.0000	121.00
34	20	20	0	89 Eng LLS/0V-18 BLK	ANVLL	200150000-RES	412.0000	82.40
35	20	20	0	89 Eng LLS/0V-18 BLK	ANVLL	200150000-RES	412.0000	82.40
36	10	10	0	89 Eng LLS/0V-18 BLK	ANVLL	200150000-RES	176.0000	17.60
37	76	75	0	89 Eng LLS/0V-18 BLK	ANVLL	200150000-RES	412.0000	76.40
38	60	60	0	M12-10212-A-30-C10	200150000	000000000000	12.0000	7.20
39	60	60	0	M12-10212-A-30-C10	200150000	000000000000	12.0000	7.20
40	11	11	0	M12-10212-A-30-C10	118156623	00230000-RES	201.0000	22.10

7/22/2019, 1:48 PM

AP Completes - Both

\$5K Approver: SAmett

7/22/2019, 3:38 PM

\$2K Reviewer Task

\$2K Approver: SAmett

7/22/2019, 3:39 PM

\$2K Reviewer Task

\$5K Approver: WMingram

7/19/2019, 4:09 PM

AP Completes - Both

\$5K Approver: WMingram

7/16/2019, 5:09 PM

AP Completes - Both

\$5K Approver: WMingram