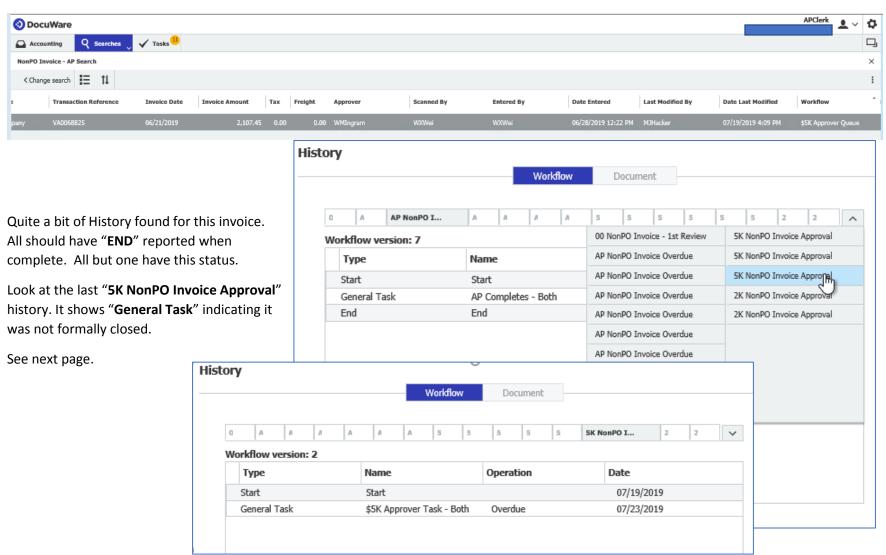
Issue: Non-PO Invoice not found in any queue.

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

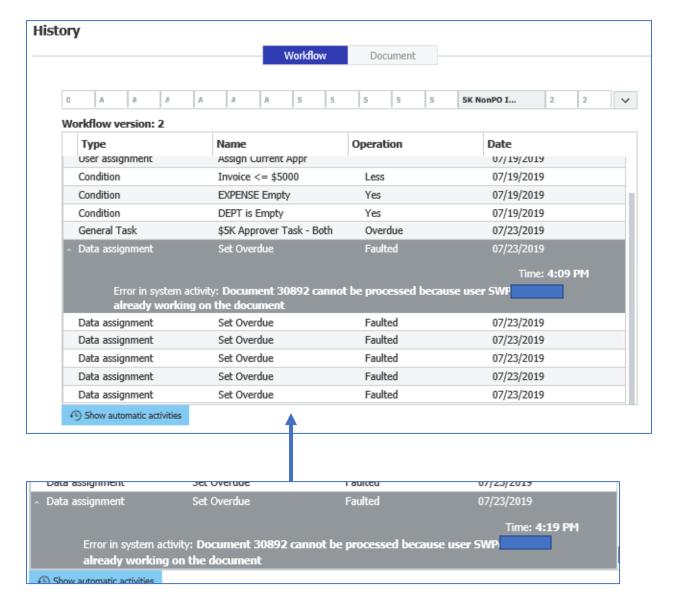


Click on "Show Automatic Activities" displays details where the issue lay.

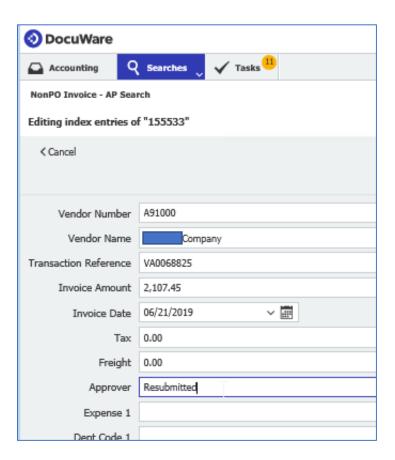
It appears this invoice was opened and remained open for over 12 minutes. During this time

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**.



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



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

