The Pennsylvania State University
SIMBA Hands-On Guide
So01 Business Workplace_Inbox

1 So01 Business Workplace_Inbox
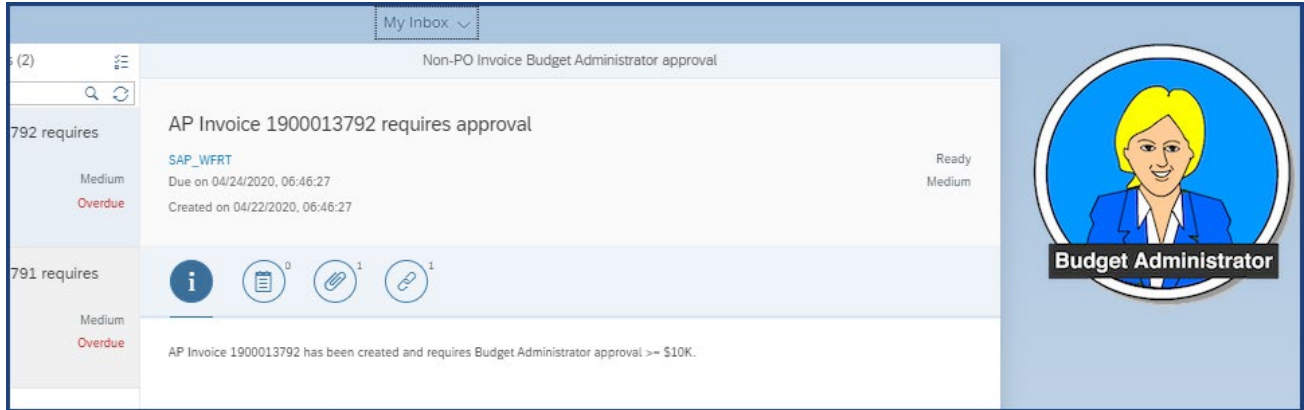
1.1 Overview

Transaction Description:
This tile is used to act on work items related to the workflow process.

Penn State Purpose:
The purpose of this transaction is to manage documents in workflow for approval, rejection, and the correction of rejected documents.

1.2 Process Steps

1.2.1 My Inbox

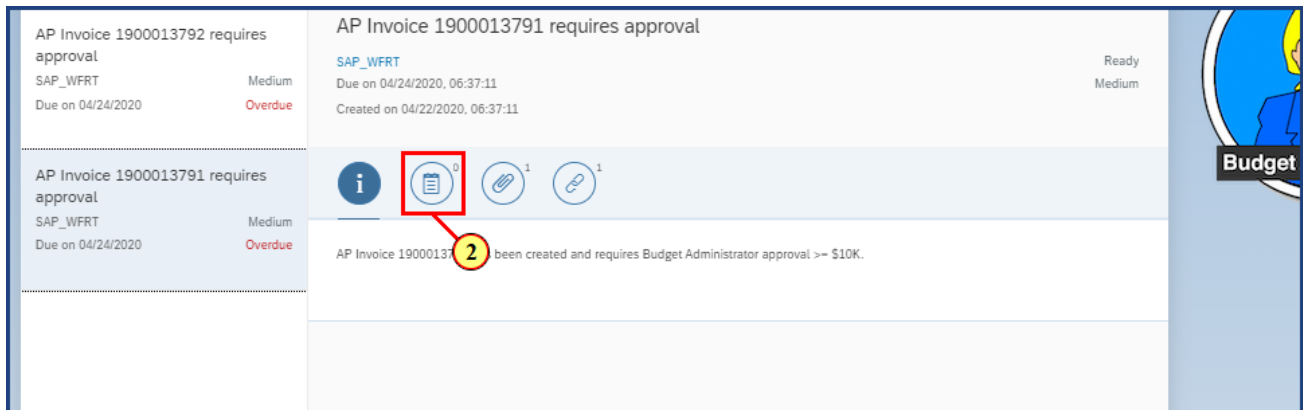| Step	Action
	In this simulation we will follow a non-PO invoice (1900013791) through workflow with a rejection, correction and approvals by navigating the My Inbox. As we walk through this process, we will be acting in several different approval roles. We start with the inbox of Approver 1, the Budget Administrator.

Step	Action
	A non-PO invoice follows the FN18 approvals based on dollar threshold. In this example we are looking at a non-PO invoice with an amount greater than $10,000 so the Budget Administrator and Financial Officer will receive the action items for approval. After all financial approvals the non-PO invoice will route to Accounting Operations for Final Approval.

1.2.2 My Inbox
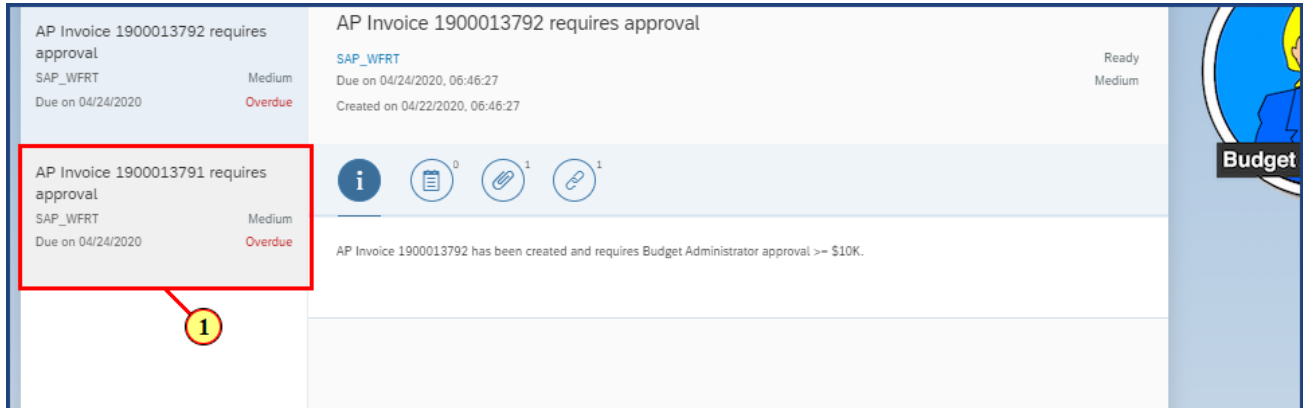
Step	Action
	We select the document to process from the Items list
1.	The **AP invoice 1900013791 requires approval** item is clicked.

1.2.3 My Inbox

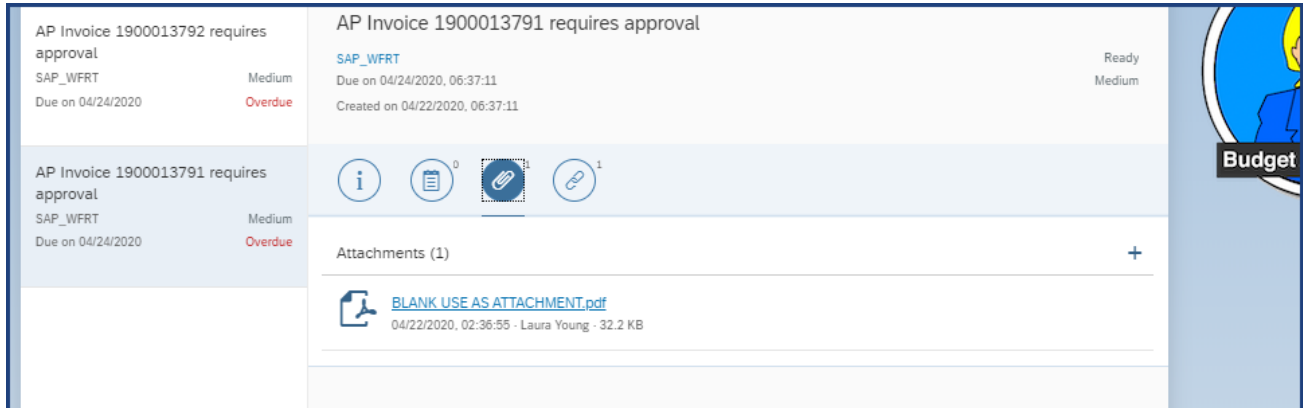| Step	Action
	The approval work item for 1900013791 is displayed. We will review the 4 icons. The Information icon is highlighted, telling us we are on the Information page.

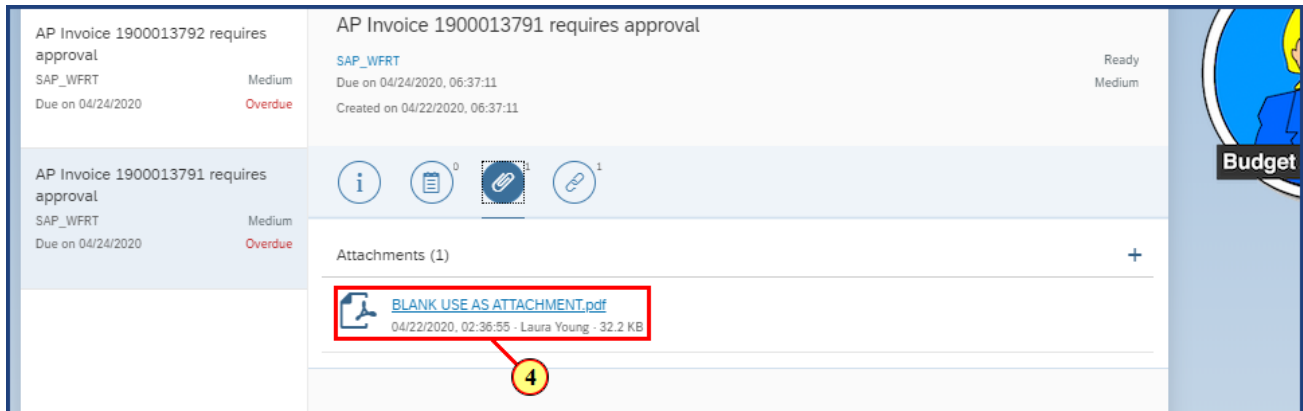| Step	Action
	Information provides a description of the approval action item. It includes the kind of document, the document number, what role needs to act and, in this case, why approval is needed by this role. AP Invoice 1900013791 requires Budget Administrator approval because the amount is >= $10K.
2.	The **Comments** button is clicked.

1.2.4 My Inbox

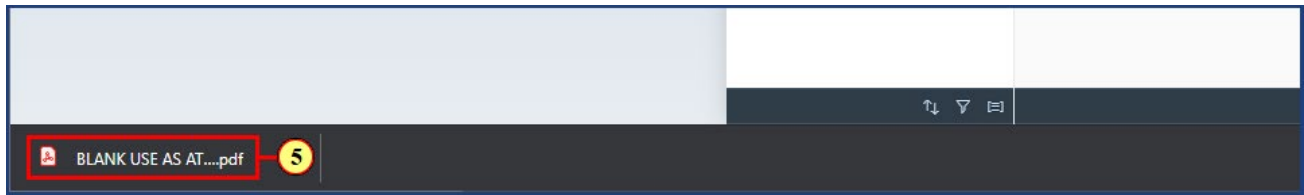| Step	Action
	Comments provides the comments entered by individuals in the workflow. This is the first step in the workflow; therefore, no comments have been entered yet. We will see entries here as we navigate through workflow.
3.	The **Attachments** button is clicked.

1.2.5 My Inbox

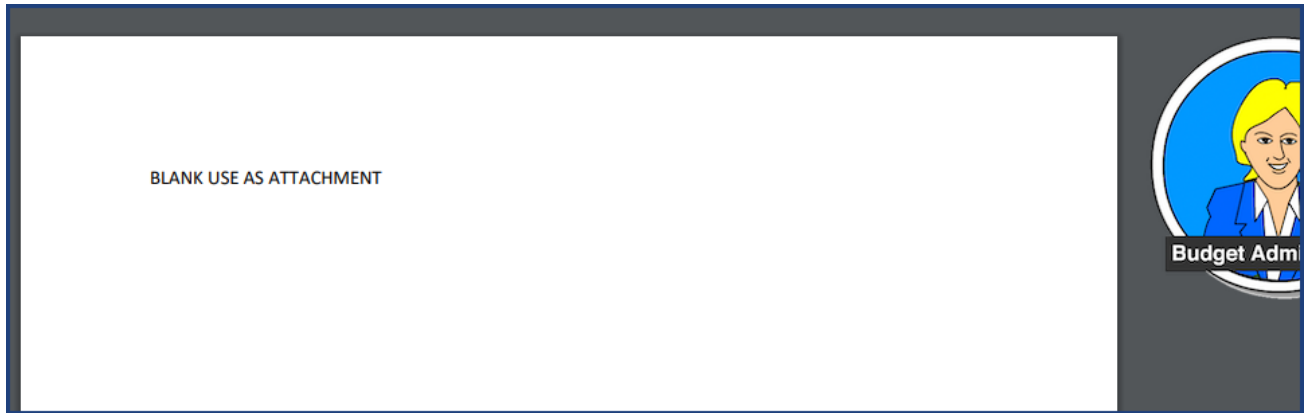| Step	Action
	Attachments provides links to all attachments included with this invoice. The attached vendor invoice can be used to verify the correct Vendor/Supplier is being paid and the amount equals the amount entered on this document. Ensure the necessary attachments have been provided for this payment according to Penn State policy.

1.2.6 My Inbox

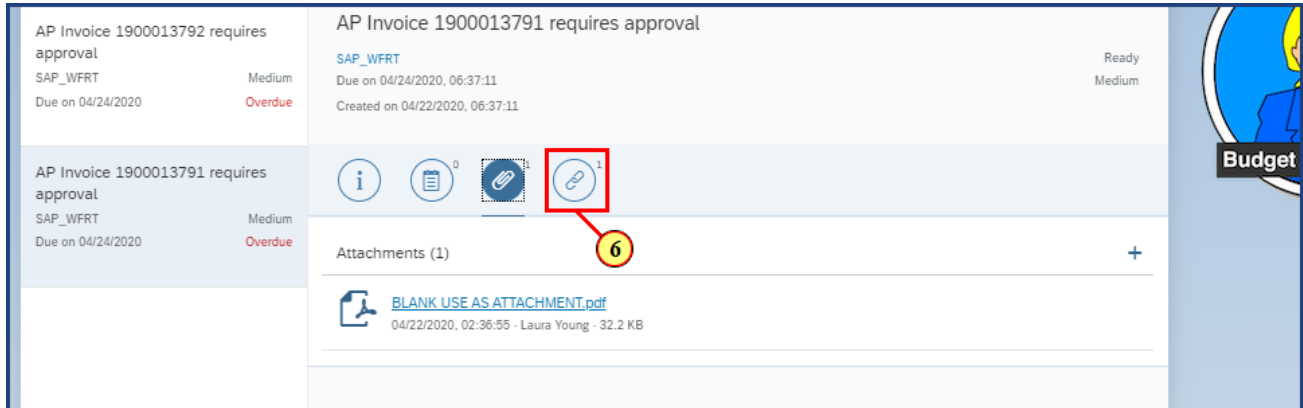| Step	Action
	In this example a generic document was attached. The attachments should include any supporting documentation for this invoice payment. A copy of the invoice that is to be paid should be attached for auditing purposes.
4.	The **BLANK USE AS ATTACHMENT** link is clicked.

1.2.7 My Inbox

Step	Action
5.	The **BLANK USE AS ATTACHMENT** download is clicked.

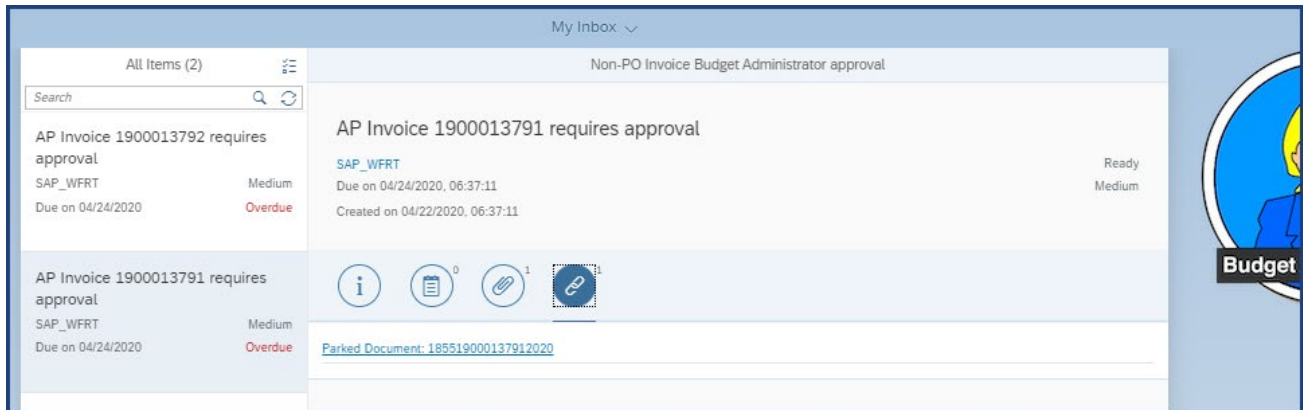## 1.2.8 BLANK USE AS ATTACHMENT (1).pdf

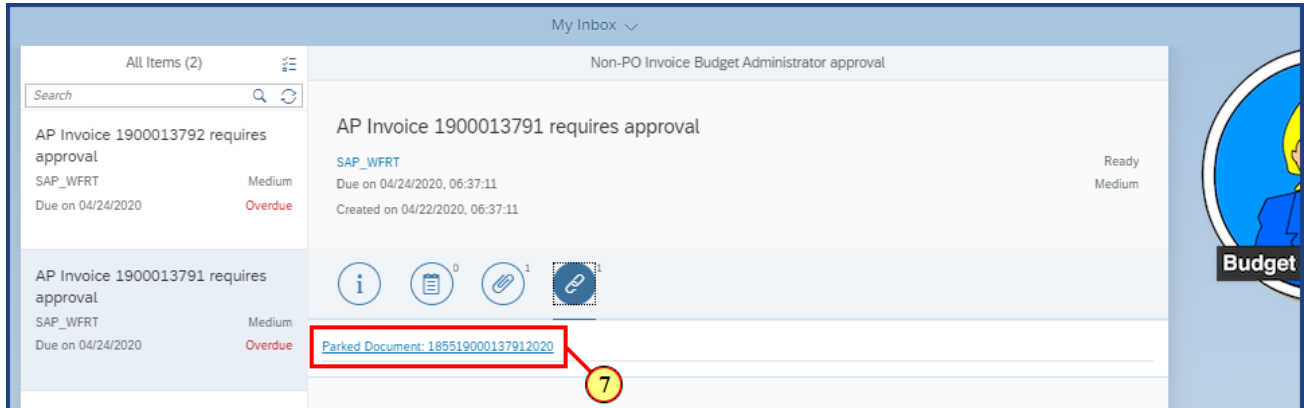| Step	Action
	Note: The attachment is displayed in a new tab of the browser. We will keep this tab active for reference while doing the document review.

1.2.9 My Inbox

Step	Action
6.	The **Related Objects** button is clicked.

1.2.10   My Inbox

Step	Action
	Related Objects provides the link to the parked document to display the Invoice Entry screen. Approval or rejection of the document is based on the information shown on the Invoice Entry screen compared to the attachments. Review the Payment Decision Matrix to ensure this payment is appropriate for the non-PO Invoice.

1.2.11 My Inbox

Step	Action
7.	The **Parked Document** button is clicked.

1.2.12 Display Parked Vendor Invoice 1900013791 1855 2020

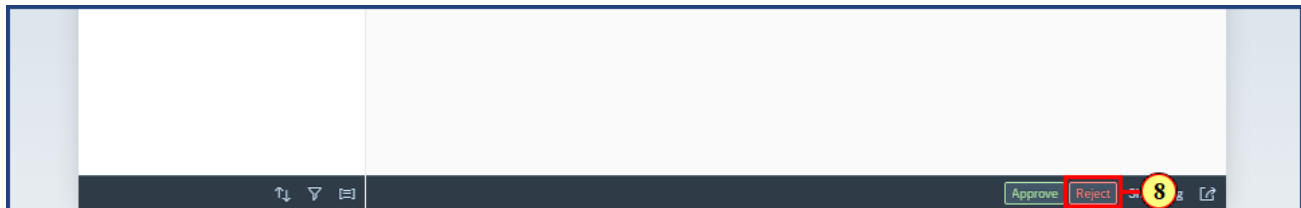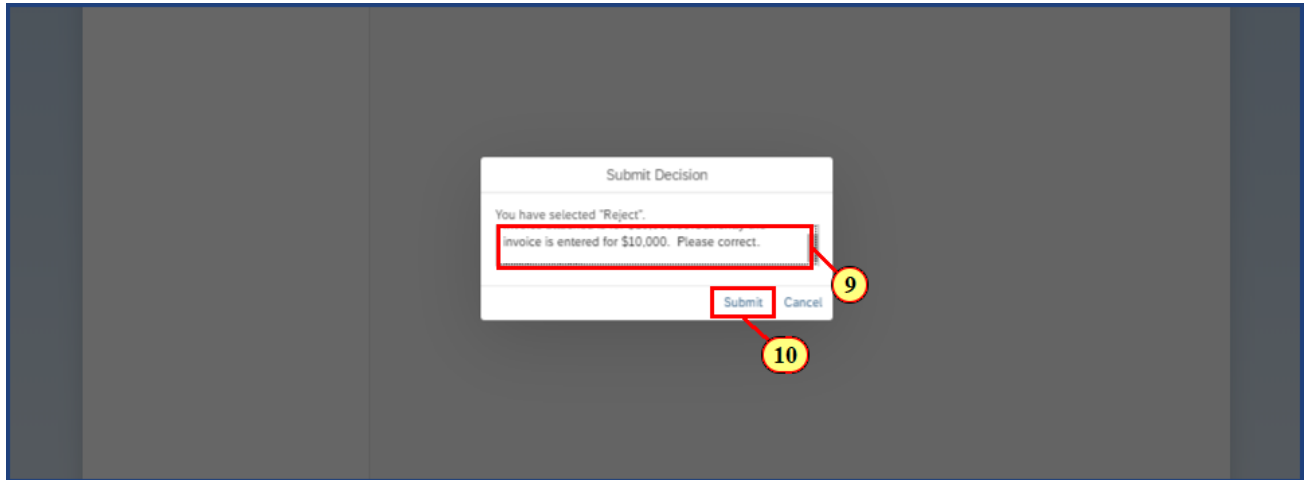| Step	Action
	The document is reviewed. It is noticed that the Amount of 10,000.00 does not match the invoice of 10,005.99. This document cannot be approved and needs to be rejected.

1.2.13   My Inbox
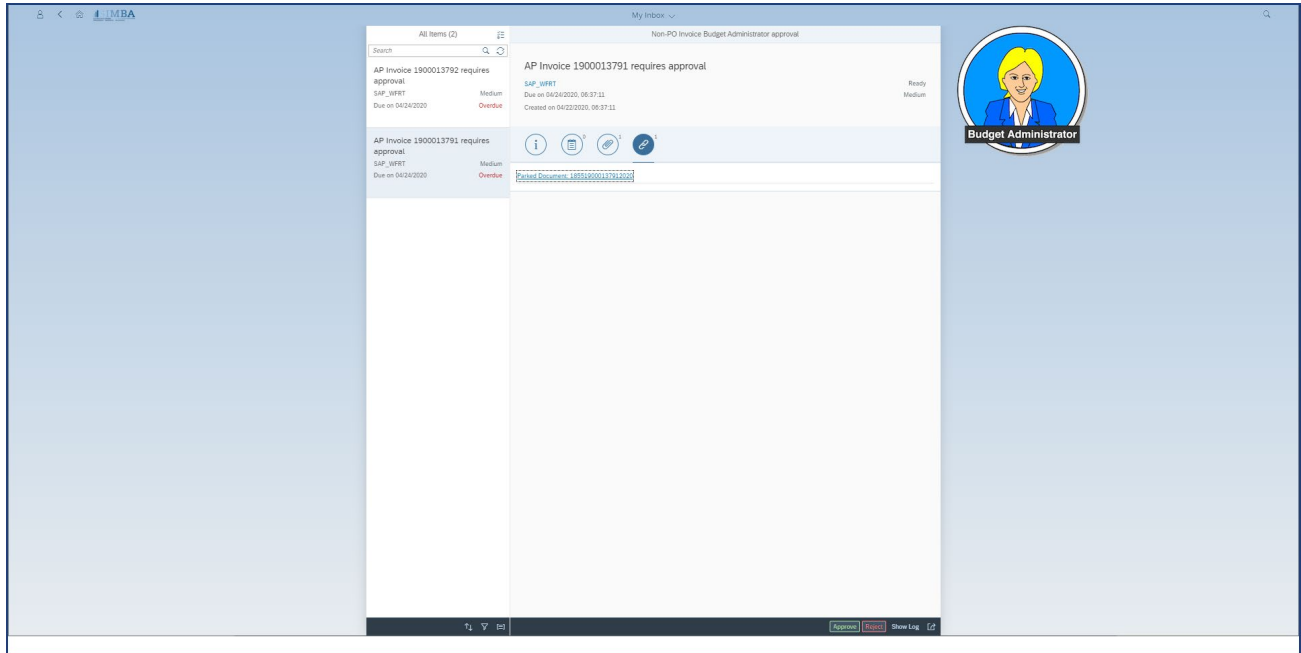
Step	Action
	Back in the Inbox, we will now reject the document.

1.2.14   My Inbox

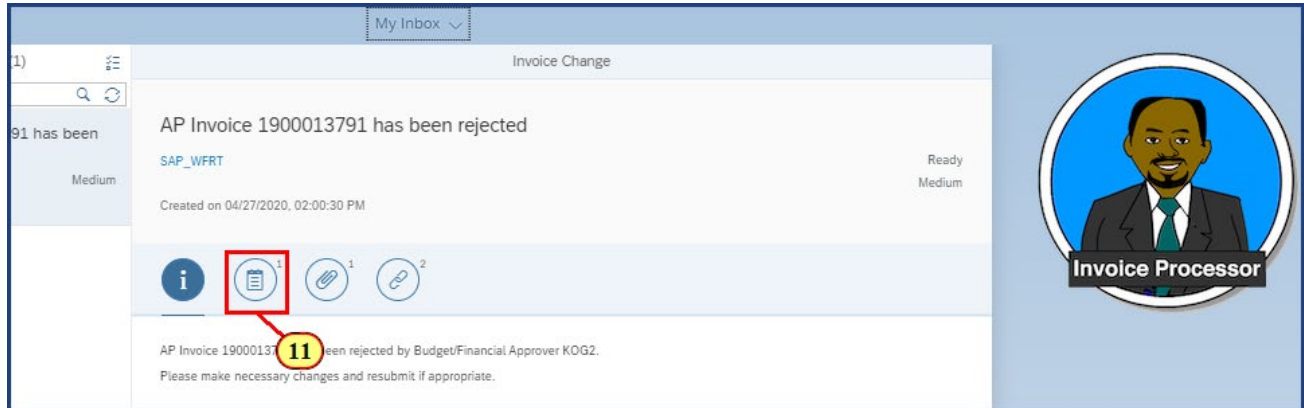| Step	Action
8.	The **Reject** button is clicked.

1.2.15   My Inbox

Step	Action
	The rejection reason "Invoice attached is for $10,005.99. Currently the invoice is entered for $10,000.00. Please correct." is entered in the Submit Decision field.
9.	**Invoice attached is for $10,005.99. Currently the invoice is entered for $10,000.00. Please correct.** is entered in the **Submit Decision** field.

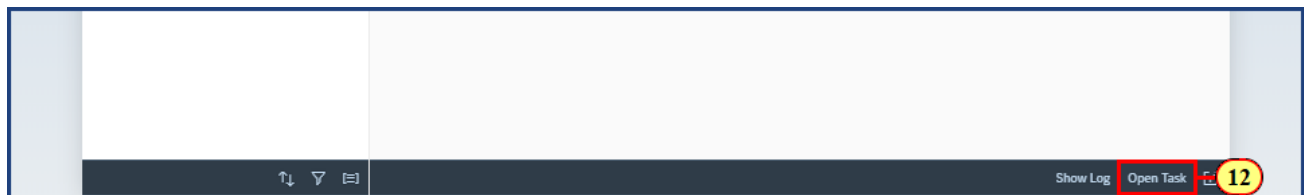| Step	Action
	Once action is taken on the workflow item by clicking Submit, the notification no longer appears in the Inbox. It can now be found in the Outbox. This invoice will now go back to the Invoice Processor to correct and submit back through workflow. The Invoice Processor will get a message in their Inbox.
10.	The **Submit** button is clicked.

1.2.16 My Inbox

Step	Action
	We are now in the Inbox of the Invoice Processor. The rejected invoice work item is selected. Here we can review the Information, Comments, Attachments, and Related Objects to understand the reason for rejection and take the appropriate action. The only way to correct this invoice and trigger workflow again is by accessing the item in the Inbox and going through Open Tasks.
11.	The **Comments** button is clicked.

1.2.17 My Inbox

Step	Action
	In the comments section we see the rejection reason from the Budget Administrator. We know from this reason that we can take action to correct and resubmit the non-PO invoice.
12.	The **Open Task** button is clicked.

1.2.18 Display Parked Vendor Invoice 1900013791 1855 2020

Step	Action
	By clicking the Open Task button, the original document is opened for adjustment. It is important to note that once workflow is triggered by clicking the Save as Completed button, any adjustments must be made after the document is rejected and accessed through the Inbox. No other transaction can be used to make corrections and have workflow triggered again.

Step	Action
	If the rejection was for a different reason, such as this should not have been entered as a Non-PO Invoice and should be entered as an After the Fact Purchase Order, the document will need to be deleted. To delete the invoice document use Park Vendor Invoice, display the document in Edit mode, and use More > Documents > Delete parked document. Please refer to the Payment Decision Matrix to determine when to use the non-PO invoice.

1.2.19   Edit Parked Vendor Invoice 1900013791 1855 2020

Step	Action
	In this case we are changing the amount in 2 places, the header and line item, to $10,005.99.

1.2.20   Edit Parked Vendor Invoice 1900013791 1855 2020

Step	Action
13.	**10,005.99** is typed into the **Amount** field.

1.2.21   Edit Parked Vendor Invoice 1900013791 1855 2020

Step	Action
14.	**10005.99** is typed into the **Amount in doc.curr.** field.

1.2.22 Edit Parked Vendor Invoice 1900013791 1855 2020

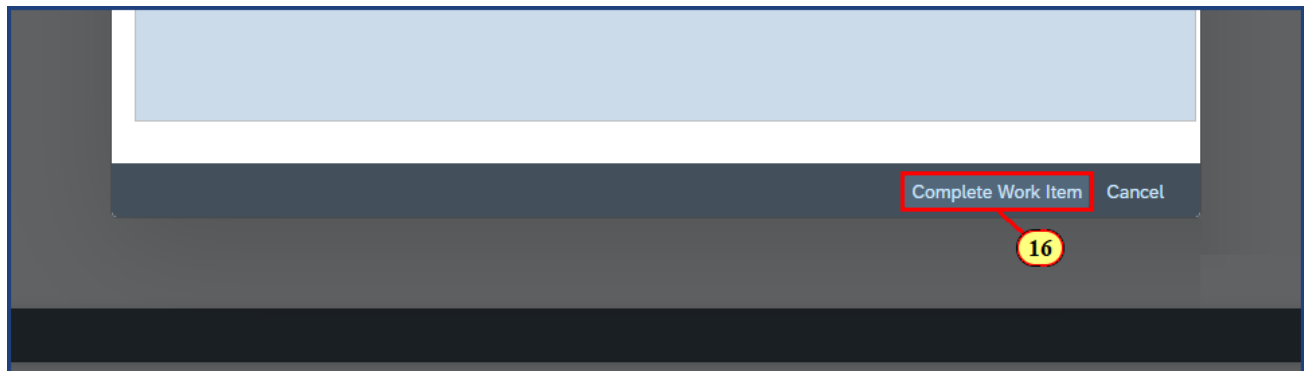| Step	Action
	We verify all changes are complete and the invoice is ready to go back through approval. If we needed to add additional documentation, the Services for Object dropdown would be used.
15.	The **Save as Completed** button is clicked.

1.2.23   Edit Parked Vendor Invoice 1900013791 1855 2020
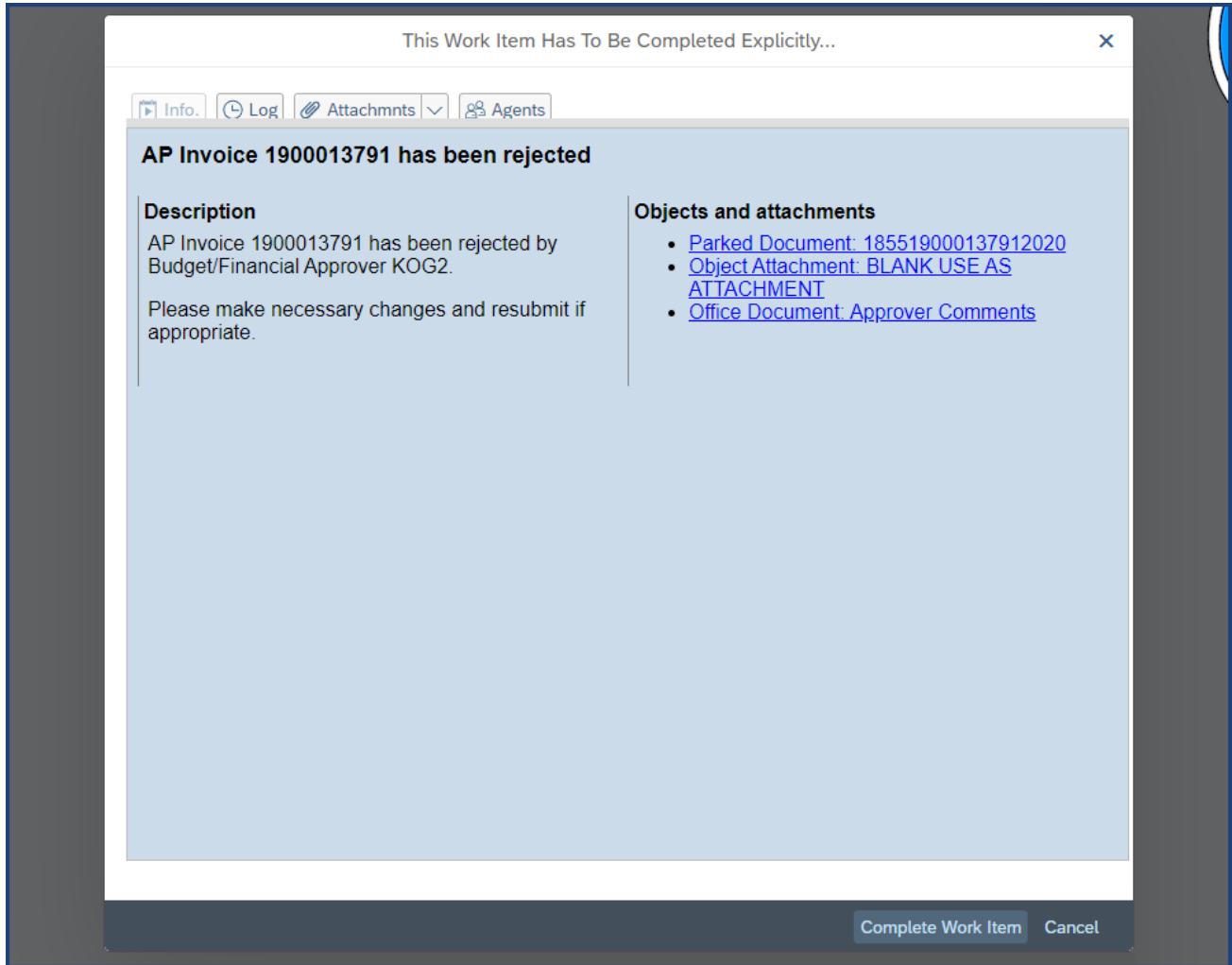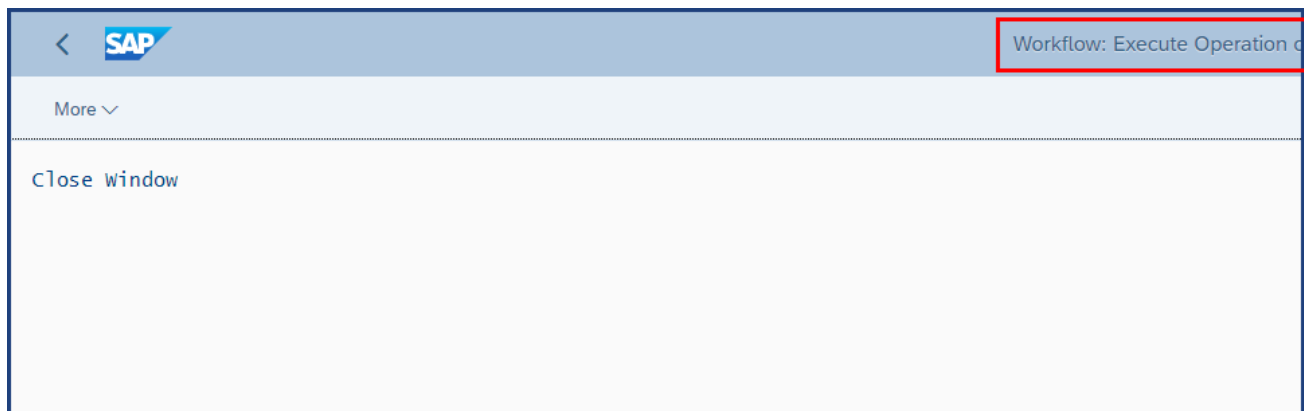

Step	Action
	The pop up This Work Item Has To Be Completed Explicitly appears and we indicate we have completed the work item.

## 1.2.24   Edit Parked Vendor Invoice 1900013791 1855 2020

Step	Action
16.	The **Complete Work Item** button is clicked.

1.2.25   Workflow: Execute Operation on Work Item

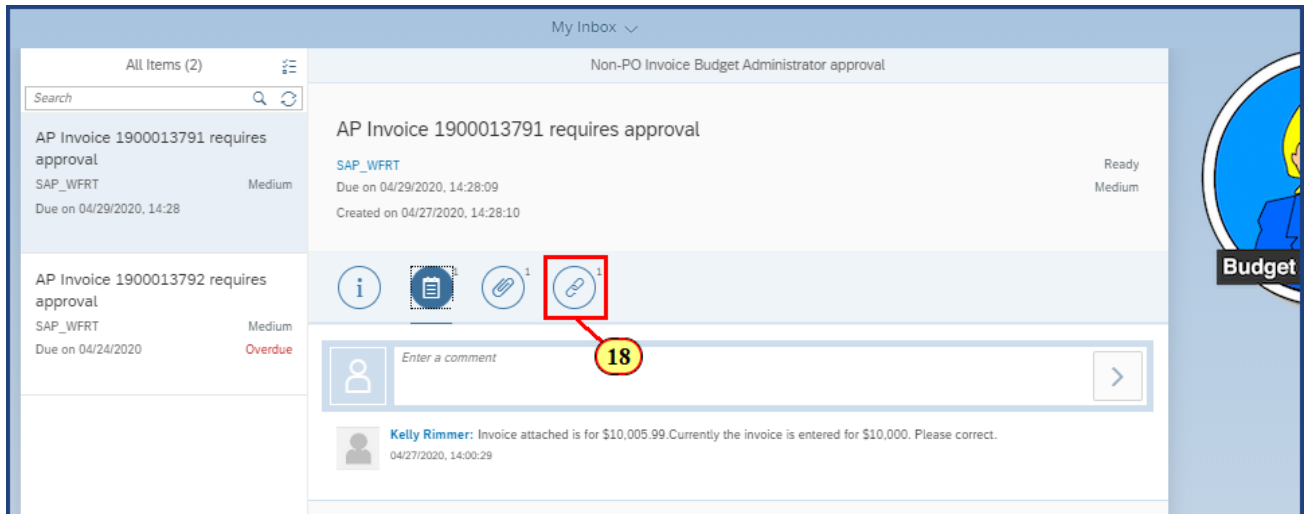| Step	Action
	When Complete Work Item is clicked, the document workflow is triggered again from the beginning. Note the page header, Workflow: Execute Operation on Work Item. The document work item will no longer appear in the Inbox. It can be found in the Outbox.

1.2.26 My Inbox
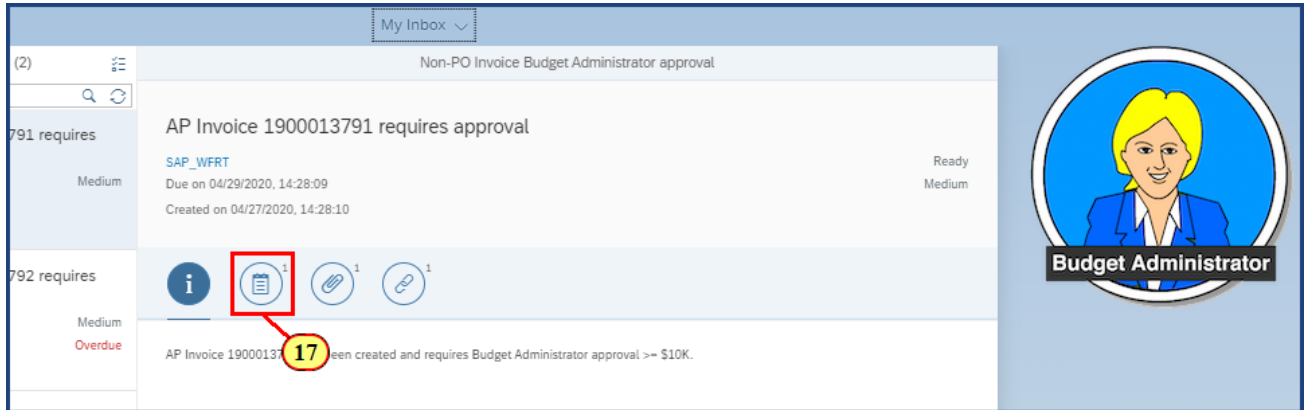
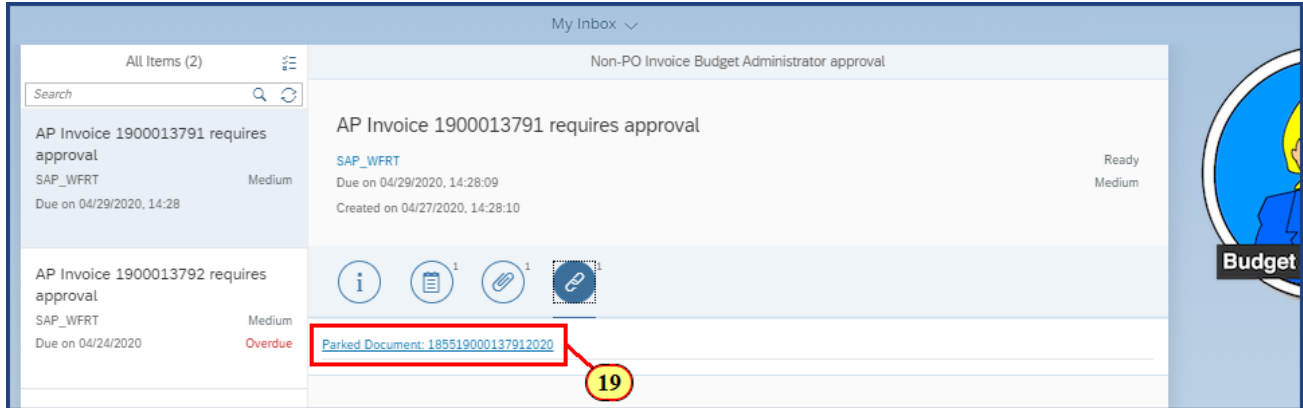| Step	Action
	We have returned to the Inbox of Approver 1, the Budget Administrator, and find the approval work item for our document 1900013791. As an approver, we will review the Comments, Attachments, and Related Objects as needed.
17.	The **Comments** button is clicked.

1.2.27 My Inbox

Step	Action
	The previous comment entered during the rejection is shown. We will review the invoice to confirm the updates.

Step	Action
18.	The **Related Objects** button is clicked.

1.2.28 My Inbox

Step	Action
19.	The **Parked Document** button is clicked.

1.2.29 Display Parked Vendor Invoice 1900013791 1855 2020

Step	Action
	The necessary corrections have been made and this invoice is ready for approval.

1.2.30   My Inbox
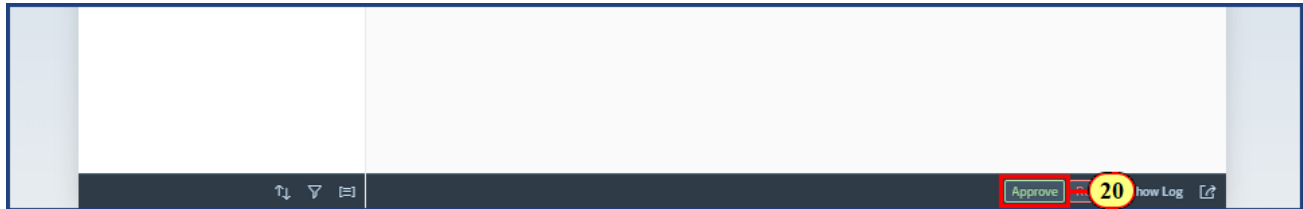
Step	Action
	Returning to the Inbox, we will Approve the document.
20.	The **Approve** button is clicked.

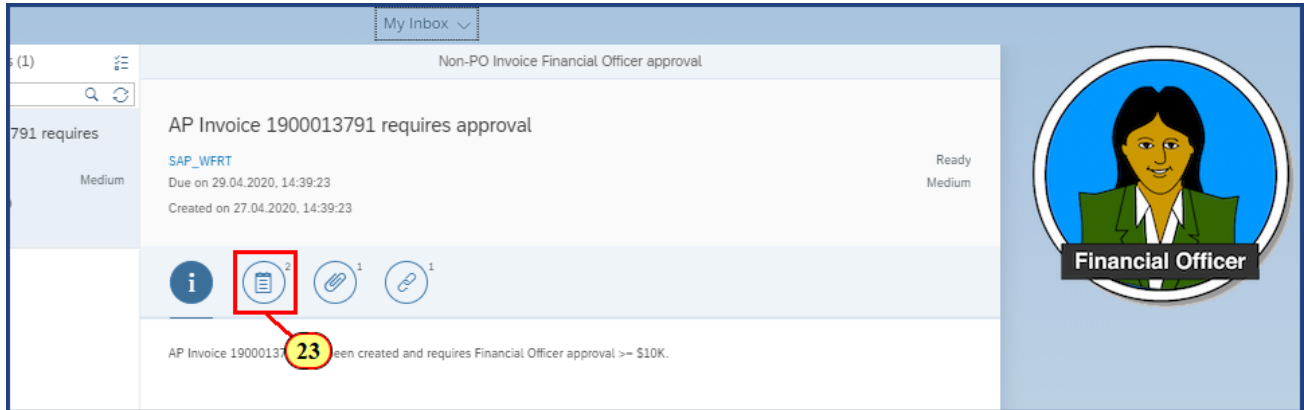### 1.2.31   My Inbox
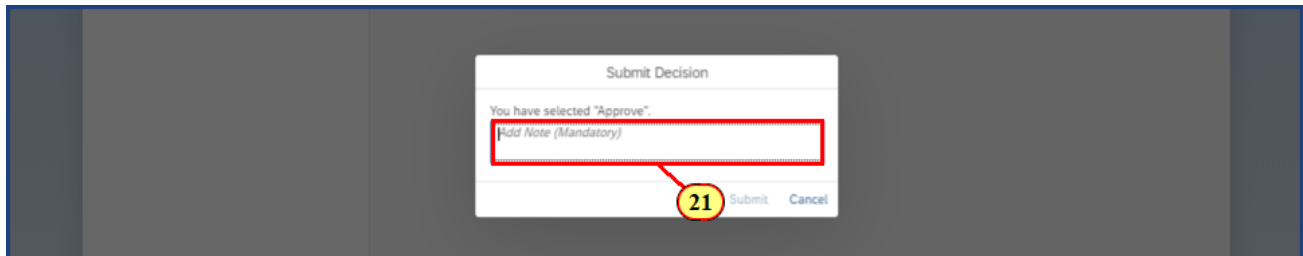
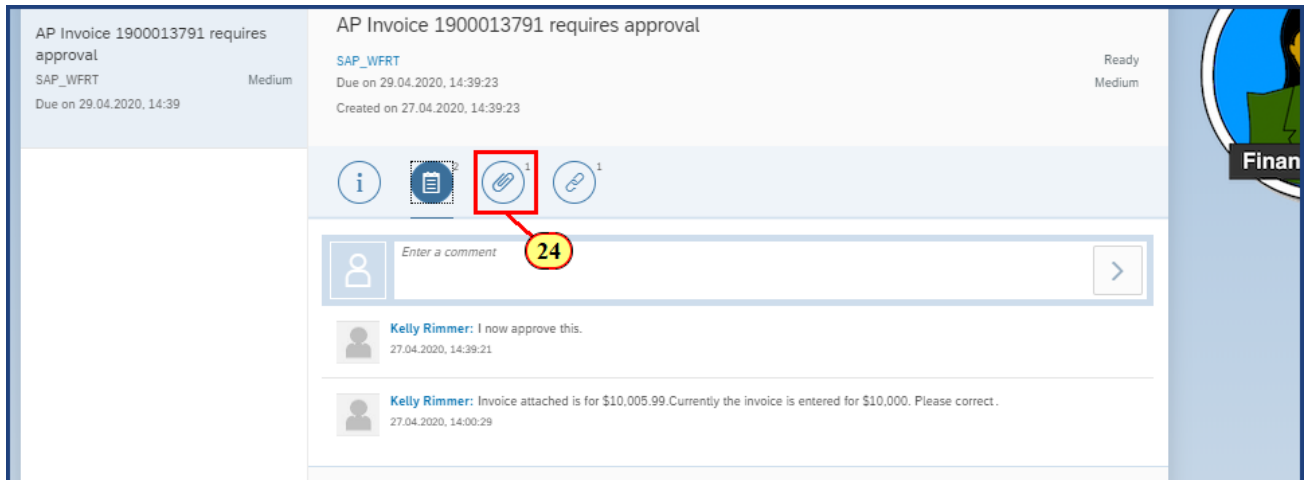| Step	Action
	The Submit Decision box appears. A comment on approval is entered.
21.	**I now approve this.** is entered into the **Submit Decision** field.

1.2.32   My Inbox
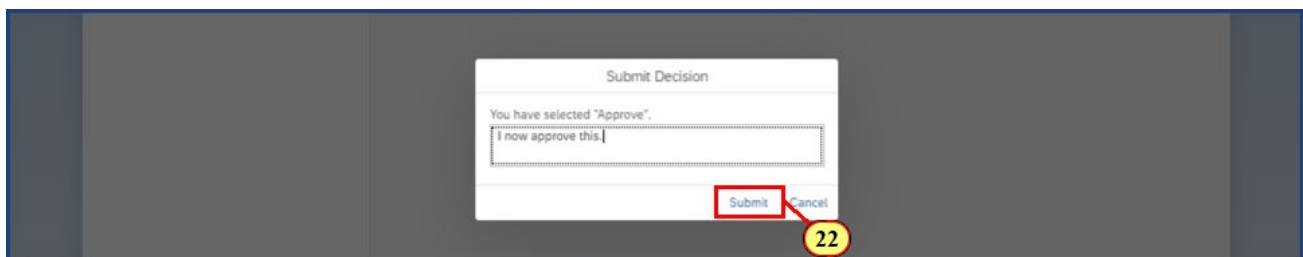
Step	Action
22.	The **Submit** button is clicked.

1.2.33   My Inbox

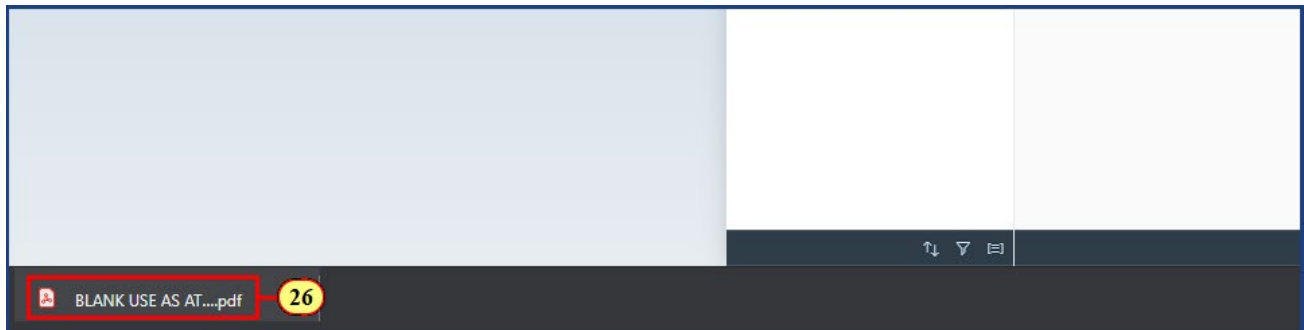| Step	Action
	The Inbox of Approver 2, the Financial Officer, is now displayed with the approval work item for document 1900013791. As an approver, we will review the Comments, Attachments, and Related Objects as needed.
23.	The **Comments** button is clicked.

1.2.34   My Inbox

Step	Action
24.	The **Attachments** button is clicked.

1.2.35   My Inbox

Step	Action
25.	The **BLANK USE AS ATTACHMENT.pdf** link is clicked.

1.2.36   My Inbox

Step	Action
26.	The **BLANK USE AS ATTACHMENT** download is clicked.

1.2.37 BLANK USE AS ATTACHMENT (2).pdf
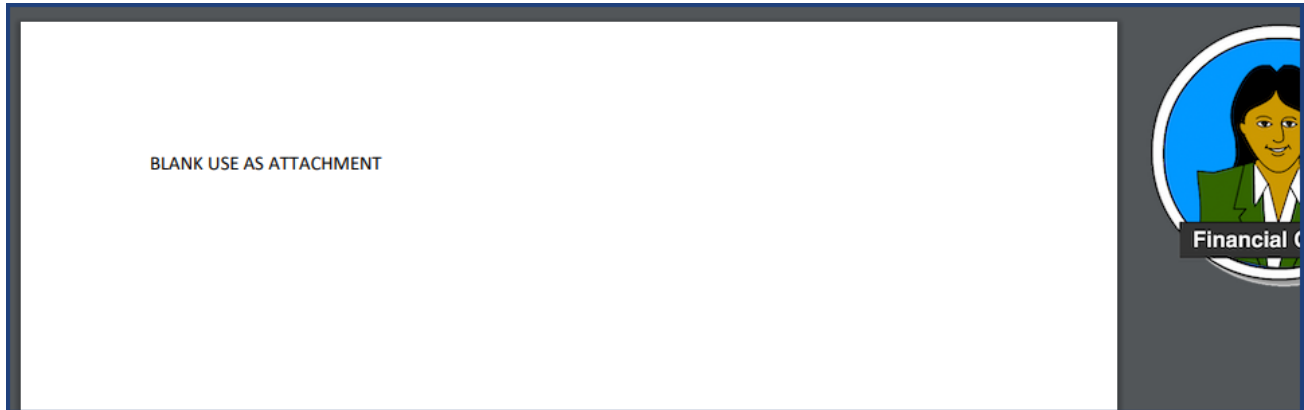
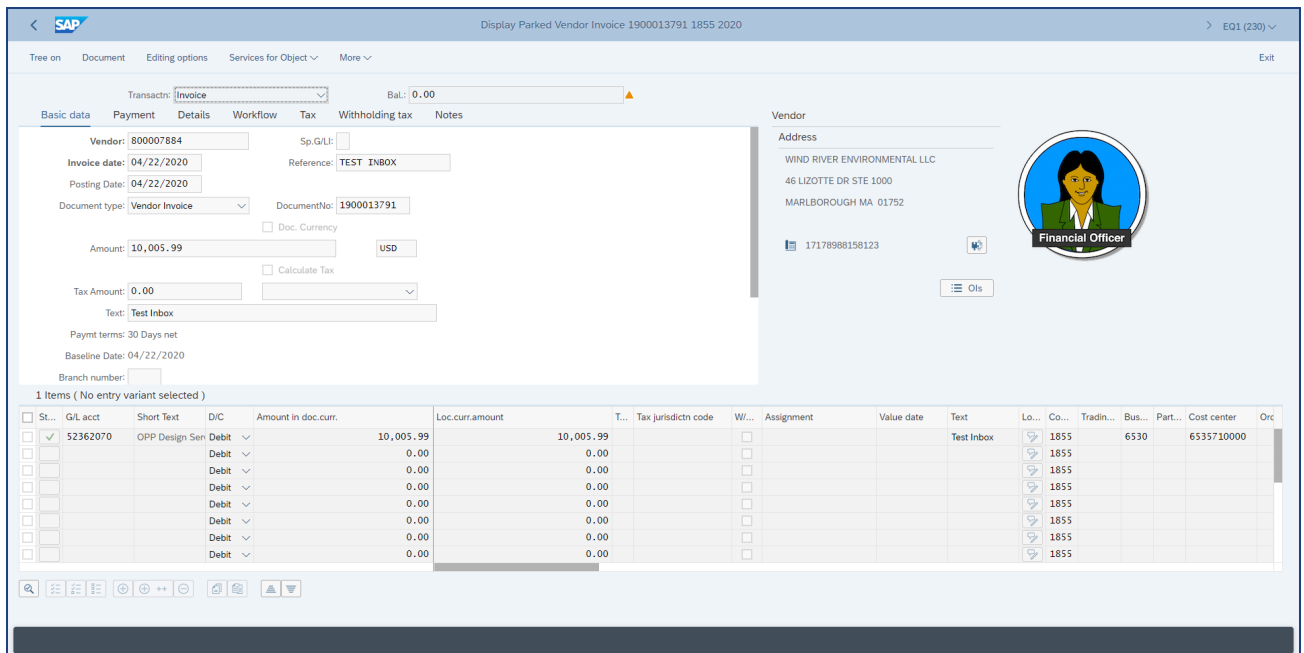| Step	Action
	Note: The attachment is displayed in a new tab of the browser. We will keep this tab active for reference while doing the document review.

1.2.38 My Inbox
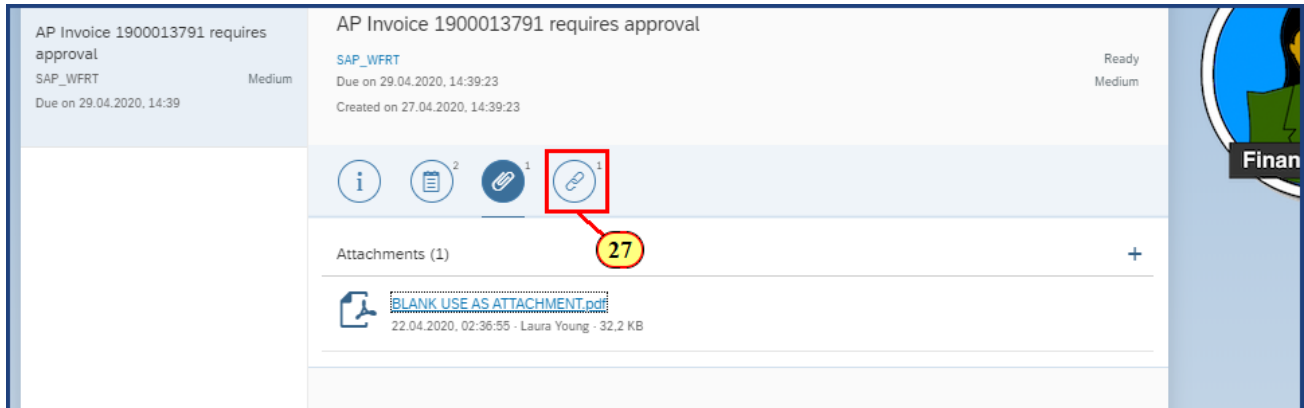
Step	Action
27.	The **Related Objects** button is clicked.

1.2.39 My Inbox

Step	Action
28.	The **Parked Document** button is clicked.

1.2.40 Display Parked Vendor Invoice 1900013791 1855 2020
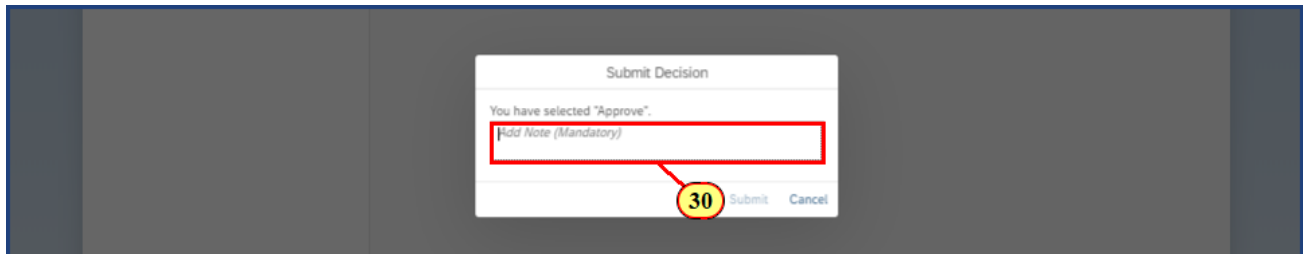

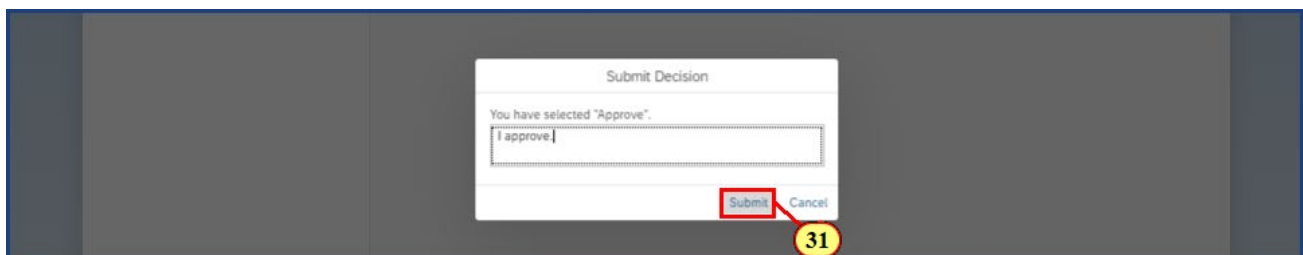| Step	Action
	Using information from the comments, attachments, and data entered in the invoice document, we determine the invoice is ready for approval.

1.2.41   My Inbox
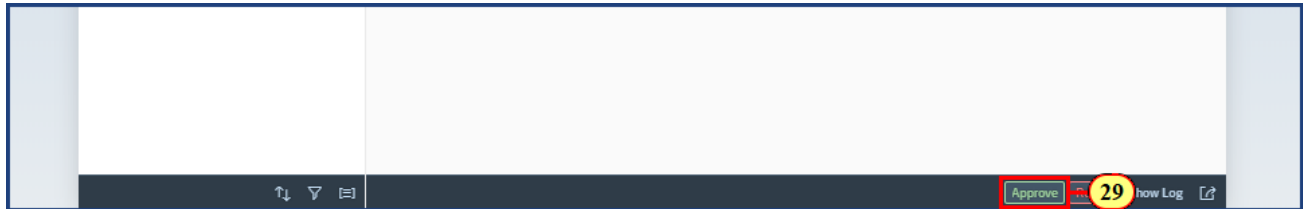
Step	Action
	Returning to the Inbox, we will Approve the document.
29.	The **Approve** button is clicked.

1.2.42   My Inbox
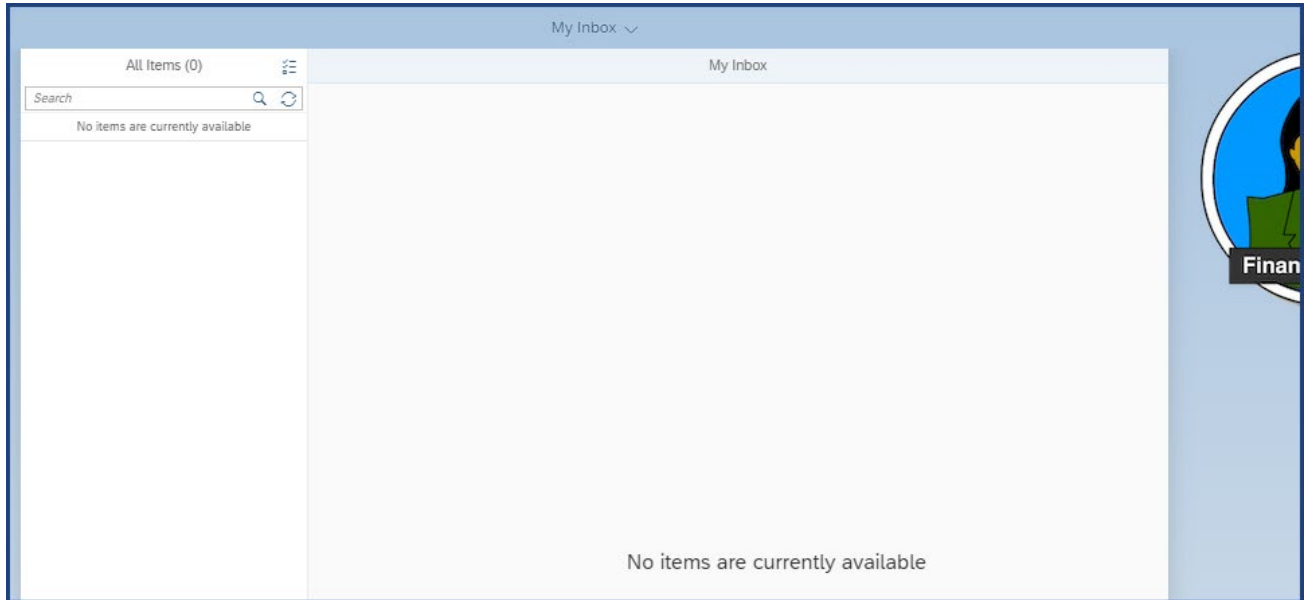

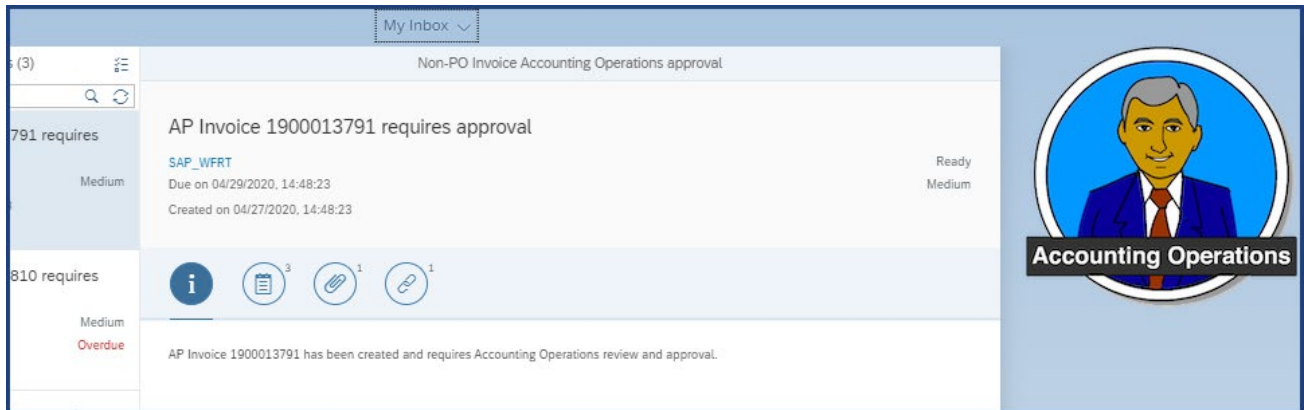| Step	Action
	The Submit Decision box appears for comments and submittal of the approval.
30.	**I approve** is typed into the **Submit Decision** field.

1.2.43   My Inbox

Step	Action
31.	The **Submit** button is clicked.

1.2.44 My Inbox

Step	Action
	The document is removed from My Inbox.

1.2.45 My Inbox

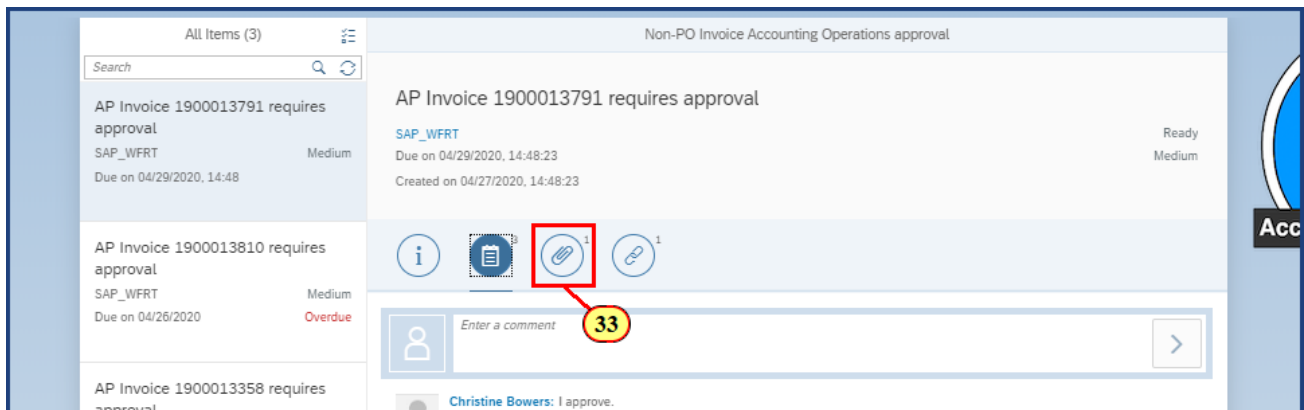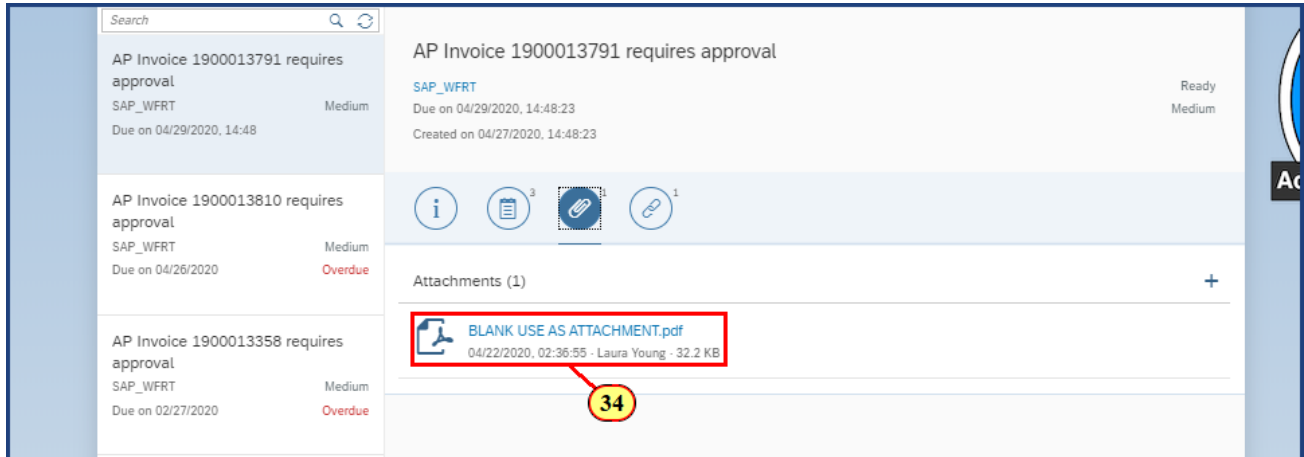| Step	Action
	The work item for document 1900013791 is now in the My Inbox for the Accounting Operations approver. As an approver, we will review the Comments, Attachments, and Related Objects as needed.

1.2.46   My Inbox
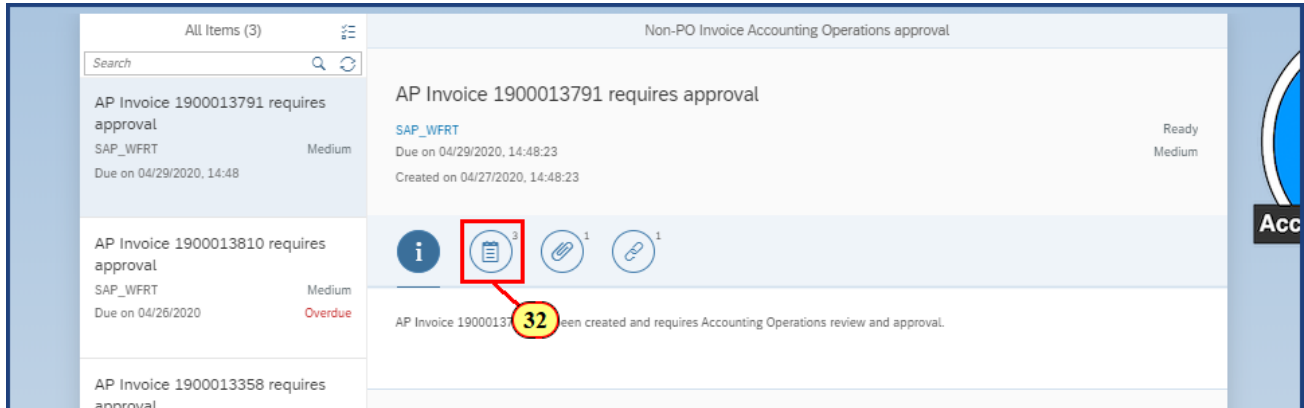
Step	Action
32.	The **Comments** button is clicked.

1.2.47   My Inbox

Step	Action
33.	The **Attachments** button is clicked.

1.2.48 My Inbox

Step	Action
34.	The **BLANK USE AS ATTACHMENT** link is clicked.

1.2.49 My Inbox
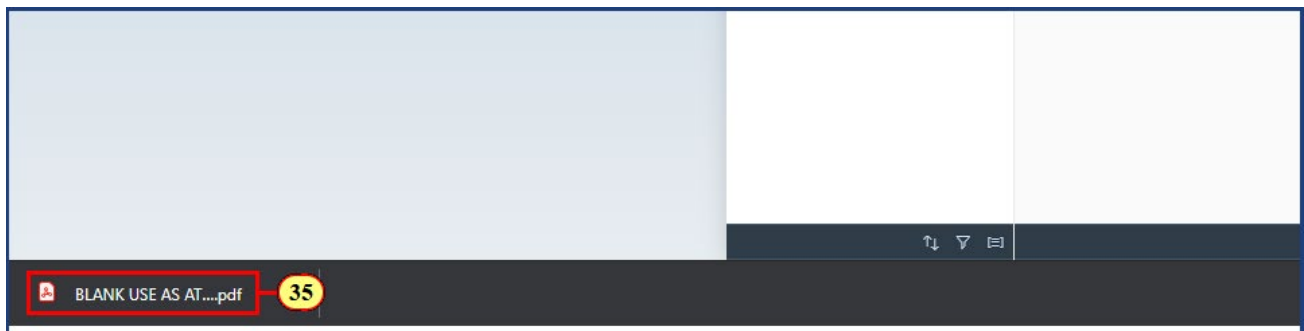
Step	Action
35.	The **BLANK USE AS ATTACHMENT** download is clicked.

1.2.50 BLANK USE AS ATTACHMENT (3).pdf
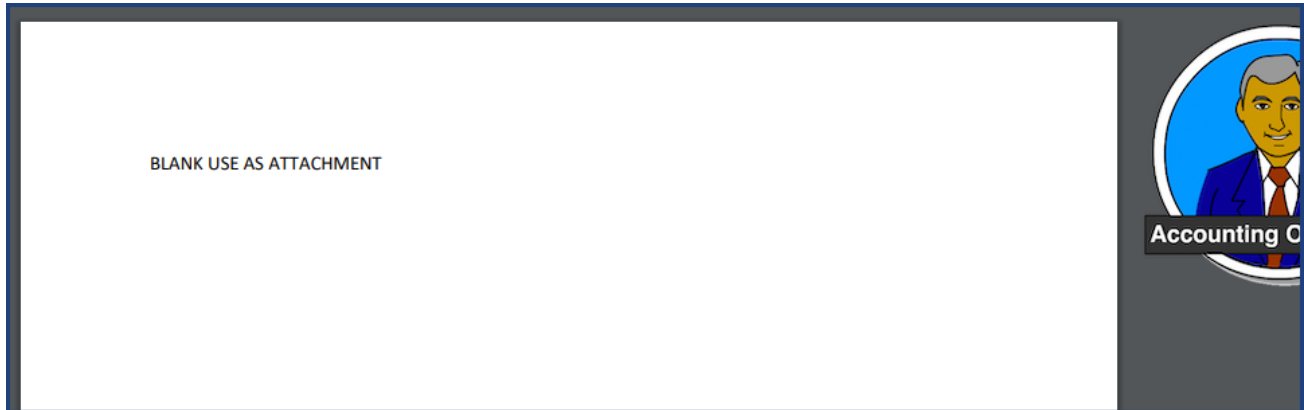
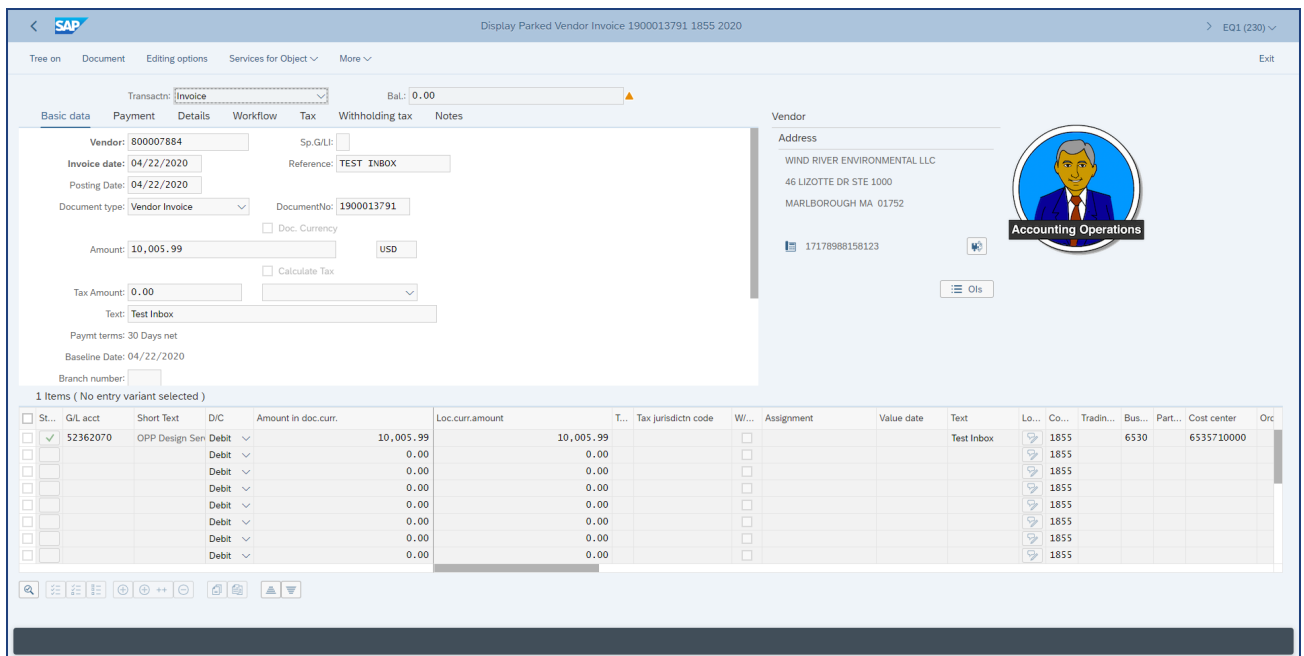| Step	Action
	Note: The attachment is displayed in a new tab of the browser. We will keep this tab active for reference while doing the document review.

1.2.51 My Inbox
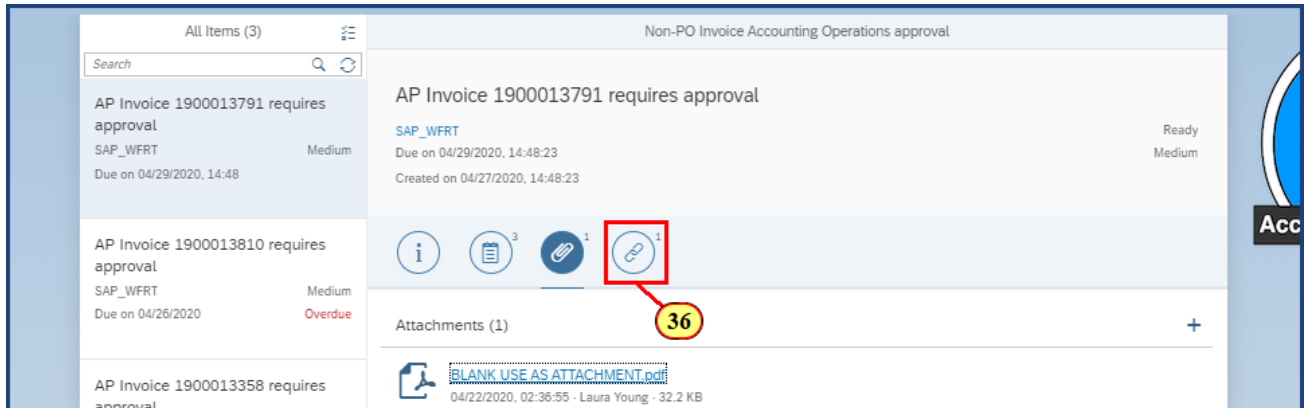
Step	Action
36.	The **Related Objects** button is clicked.

1.2.52 My Inbox
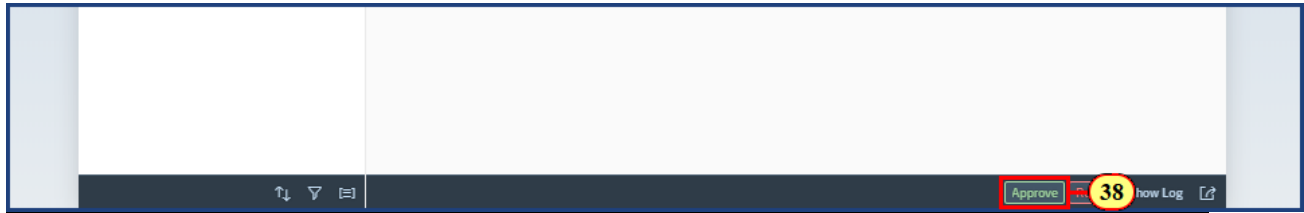
Step	Action
37.	The **Parked Document** button is clicked.

1.2.53 Display Parked Vendor Invoice 1900013791 1855 2020
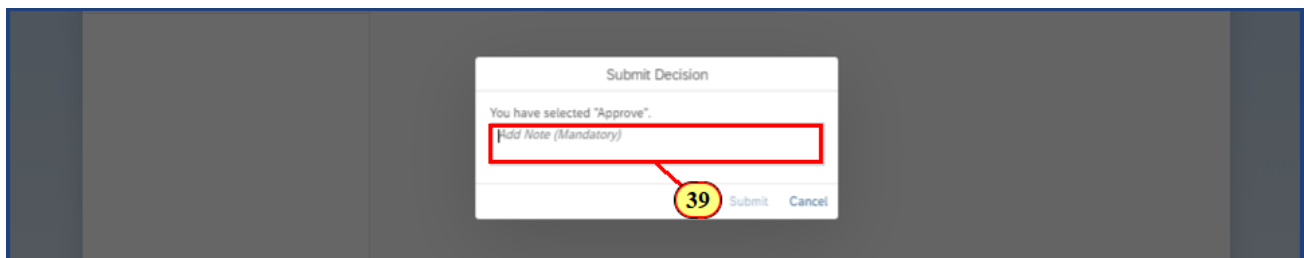

Step	Action
	We review the comments and verify the attached invoice document matches the invoice entry. We determine that all the necessary attachments have been provided and the vendor is accurate. We will return to the Inbox to approve the document.

1.2.54   My Inbox
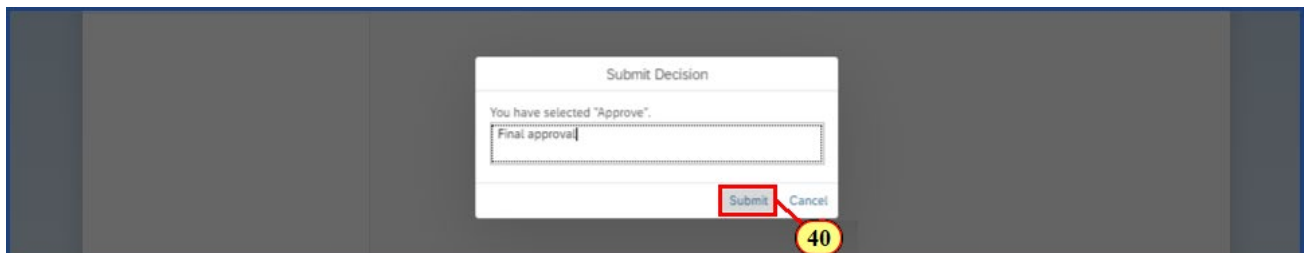
Step	Action
38.	The **Approve** button is clicked.

1.2.55   My Inbox

Step	Action
39.	**Final approval** is entered in the **Submit Decision** field.

1.2.56   My Inbox

Step	Action
40.	The **Submit** button is clicked.

1.2.57   My Inbox

Step	Action
	AP Invoice 1900013791 is approved and removed from My Inbox. If we need to reference the work item in the future, it can be found in the Outbox.

Step	Action
	Accounting Operations is the final approval for the non-PO invoice. The document is now posted and ready for payment. Other approvals that may be needed prior to the Accounting Operations Approval are the Accounting Operations Foreign Vendor Specialist Approval and/or the Director of Purchasing Approval. These additional approvals are triggered by the system as needed.

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