

OpenText Vendor Invoice Management for SAP Solutions

User Guide

This guide describes the typical tasks for end users in Vendor Invoice Management (VIM) 7.5 SP1.

VIM070500-01-UGD-EN-1

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Chapter 1

About Vendor Invoice Management

OpenText Vendor Invoice Management (VIM) is a packaged business solution that basically solves a business problem – paying correct amount to vendors on-time. VIM is an add-on to your SAP ERP system, the majority of its functions and processes run inside the SAP ERP system; it deals only with invoices that will be posted to SAP ERP. It integrates with standard SAP functions such as Invoice Verification or Financial Processing.

1.1 About This Document

VIM can be configured to specific customer needs and to address customer specific business scenarios. The processing steps and the business context will vary depending on the system configuration at customer site. Hence the detailed end user guide needs to be developed at customer site, specific to the processes that are relevant and to the system configuration.

This document describes the various user interfaces of VIM that are available to various process participants. Specific functionality might be slightly different in the customer system and is dependent on the system configuration. If some specific scenarios are not relevant to your system, skip the corresponding sections.

This document introduces the overall architecture of VIM and describes details of the various access points and user interface screens. Some of the transactions and screens are part of the standard SAP ERP system but the content that is displayed is specific to VIM processing.

The various work items that the user encounters during the processing are displayed in process specific *dashboards*. Dashboards are OpenText user interface screens. Process and invoice specific information and options are displayed as configured in the system.

1.1.1 Target Readership

This user guide addresses end users who work with Vendor Invoice Management (VIM) and provides detailed information about the procedures and options available when working with VIM. As a prerequisite, users should be familiar with working in SAP ERP.

Chapter 2

Understanding Vendor Invoice Management

2.1 What Is Vendor Invoice Management?

SAP Invoice Management by OpenText (VIM) is a packaged business solution for managing vendor invoices.

- VIM solves a business problem - paying correct amount to vendors on time and with the lowest cost.
- VIM delivers not technology but best-practice business processes.
- VIM provides values to customers in process efficiency, visibility and compliance.

VIM is SAP centric.

- VIM is an add-on to your SAP ERP system, the majority of the functions and processes run inside your SAP ERP system.
- VIM deals only with invoices that will be posted to SAP ERP.
- VIM uses SAP technology: ABAP®, Workflow, and SAP NetWeaver® Portal.
- VIM integrates with standard SAP functions: Invoice Verification, Financial Processing, etc.

VIM consists of the following components:

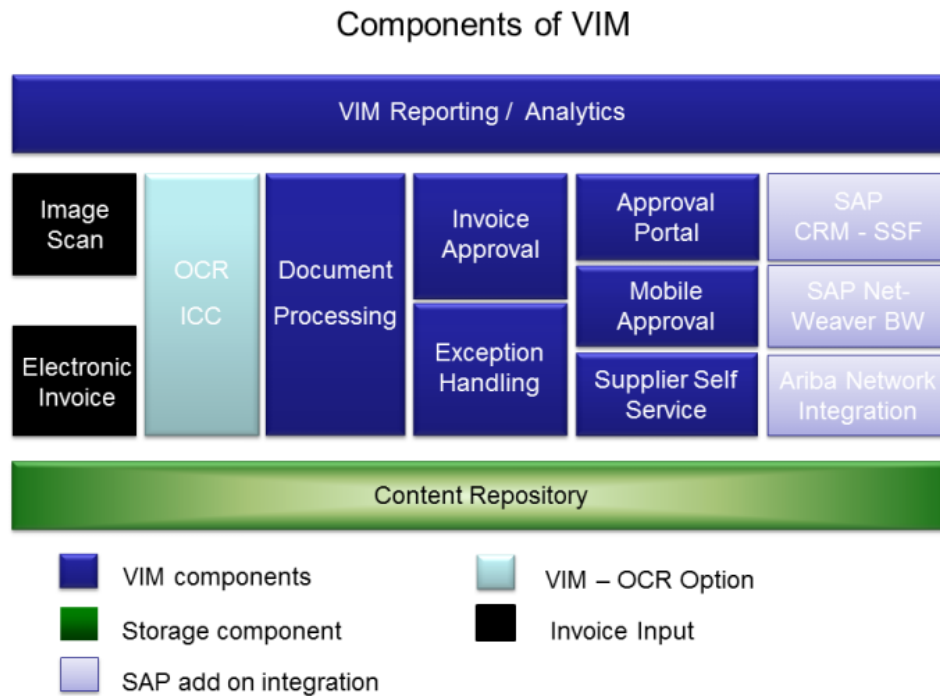


Figure 2-1: VIM components

ICC (Invoice Capture Center)

- Automate the capture of paper invoices by using OCR to extract invoice data.

Document Processing

- Capture invoice metadata.
- Handle suspected duplicate invoices.
- Collaborate with others.

Invoice Approval

- Receive a list of invoices to be approved.
- Code and approve the invoices.

Approval Portal

- Java based Approval Portal infrastructure running on SAP NetWeaver Application Server Java.
- Similar to Invoice Approval but with Web interface.

Mobile Approval

- Approve invoices on a mobile device, for example a Blackberry, an iPhone, or an iPad.

Exception Handling (Invoice Exception)

- Handle the exceptions that arise after a SAP invoice is created.

VIM Reporting / VIM Analytics

- VIM Reporting: Use various reports to analyze the status of invoices in your system.
- VIM Analytics: Overlook the invoices in progress in a unified dashboard.

Supplier Self Service

- Provide a web interface that enables suppliers to keep track of the status of their invoices.

SAP CRM SSF Integration

- Integrate VIM with SAP Customer Relationship Management (SAP CRM) SAP Shared Service Framework to create Service Requests from VIM dashboards.
- Provide VIM invoice information in Vendor Factsheet inside the Accounting Interaction Center (AIC).

SAP NetWeaver BW

- Integrate VIM with SAP NetWeaver® Business Warehouse (SAP NetWeaver BW) to integrate, transform, and consolidate relevant business information from productive SAP applications and external data sources.

Ariba Network Integration

- Connect VIM with Ariba Network Integration for SAP Business Suite. Suppliers create invoices in the Ariba Network. The invoices are sent to the SAP ERP system of the buyer. The buyer processes all incoming invoices in VIM.

2.2 Workflow Scheme

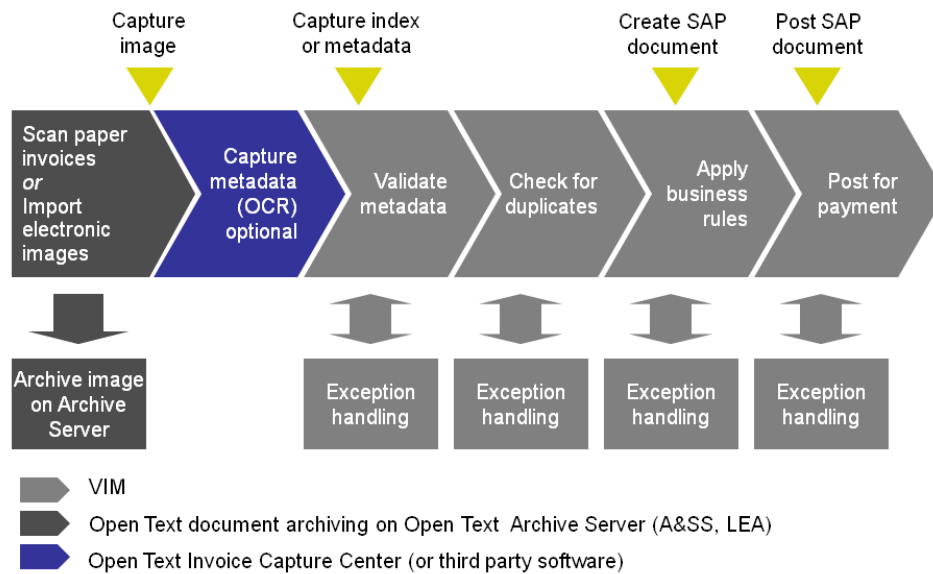


Figure 2-2: Workflow scheme

Each VIM workflow process has the same basic steps:

Validate metadata

The metadata or index data are validated against the SAP database. If validation fails, an exception is triggered.

Check duplicates

The validated metadata is used to check whether the new invoice has been entered already. If the new invoice is suspected to be a duplicate of any existing invoice, an exception is triggered.

Apply business rules

Invoice pre-processing: Business rules are applied to detect additional exceptions before posting.

Post for payment

The invoice is posted and released for payment.

Chapter 3

Accessing Workflows

To access VIM workflows, you have the following options:

- “Accessing Workflows Through SAP Business Workplace” on page 13
- “Accessing Workflows Using VIM Workplace” on page 13

In a multiple backend system, the SAP Business Workplace enables you to access VIM workflows only on the system you are currently logged on to. When you are using the VIM Workplace on the central system, you can access VIM workflows on all systems, central and satellite, without having to log on to the satellite systems.



Note: The Integrated Invoice Cockpit, which has been available for accessing workflows up to VIM version 7.0, is discontinued with VIM 7.5 and higher.

3.1 Accessing Workflows Through SAP Business Workplace

You can access VIM process workflows through *SAP Business Workplace*. For details on SAP Business Workplace, see the SAP Help (https://help.sap.com/saphelp_erp60_sp/helpdata/en/e7/fc9028f30b11d2a2aa00a0c943858e/content.htm?frameset=/en/39/9f7d53dc4111d2a29700a0c943858e/frameset.htm&current_toc=/en/6c/69d15e418d11d1896e0000e8322d00/plain.htm&node_id=4&show_children=false).

3.2 Accessing Workflows Using VIM Workplace

VIM Workplace is intended as a tool for VIM super users, for example the AP processor. However, also occasional users can work with it. VIM Workplace allows you to display lists of your work items that meet a selection you have entered before. You also can display work items of other users and of your team as a whole.

The *Selection Pane* enables you to search for your work items using some basic search criteria and to switch between various views of the data. The *Content Pane* comprises the list of work items (**Inbox** tab; processes on the **Pending** and **Completed** tabs), and the *Detail Pane* with some additional information, for example a preview of the invoice.

To open VIM Workplace, run the `/n/OPT/VIM_WP` transaction.

Alternatively, navigate to **OpenText Vendor Invoice Management > SAP menu > Reports > VIM Workplace**

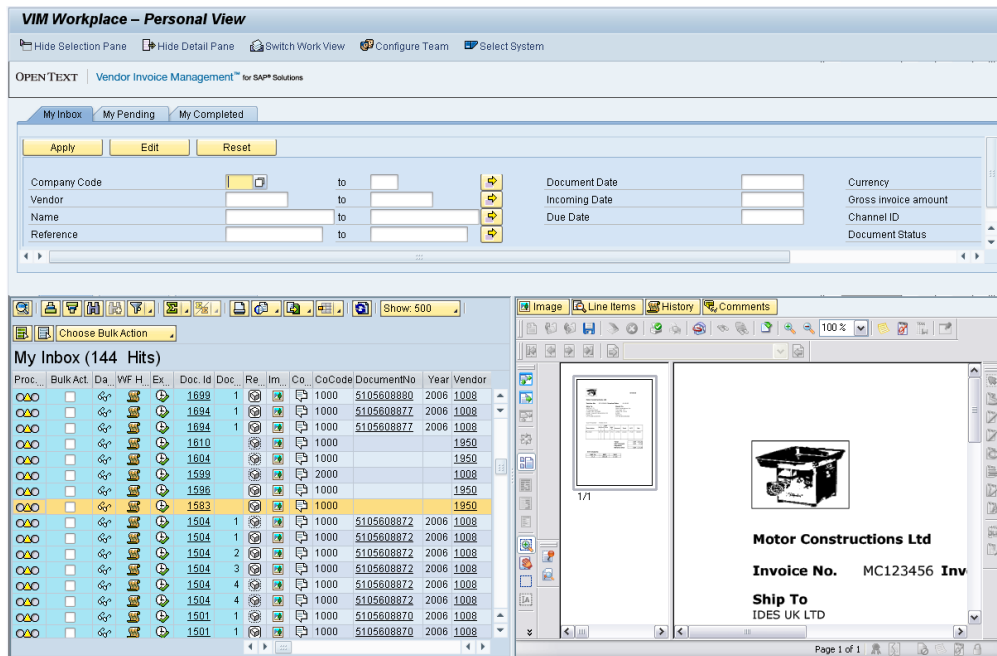


Figure 3-1: VIM Workplace

You can adapt the layout of VIM Workplace completely to your needs.

To change the layout of VIM Workplace:

1. To find all commands to change the layout, open the **Settings** menu.
2. Try out which settings fit best for you.

The following commands are also available in the application toolbar: **Hide Selection Pane / Show Selection Pane, Hide Detail Pane / Show Detail Pane**

 **Note:** To change the layout back to the original settings, click **Settings > Reset Default Settings**.

Your changes to the layout are saved and will be resumed when you start VIM Workplace the next time.

Application toolbar actions

You can perform the following actions using application toolbar buttons:

 **Note:** The actions are also available on the **Edit** menu.

Switch Work View

Switch between the several available work views.

Personal View

You see only your personal work items.

Other User's View

In the **Select User** dialog box, enter a user and confirm. You see the work items of the selected user.

Team View

You see the work items of your entire team.

You can configure your team, using the **Configure Team** button.

All Items View

You see all items in the system.

Configure Team

Configure the members of your team.

In **My General Team Assignment**, you see the teams to which you have been generally assigned. You cannot change the general team assignment from the VIM workplace. Click the **Team Members** icon to display the single team members that are also assigned to the corresponding team.

In **My Personal Team Members**, you can add and remove users. Click  **Add Member** or  **Remove Member**. Select the **Active** check box for each user.

Select System

This is only relevant in a multiple backend system. Select a **Single System** from a list of available systems or **All Systems** to access data of the whole system landscape.

Working with the Selection Pane

The Selection Pane controls the data that is displayed in the Content Pane, in the search result list. According to the **Switch Work View** settings, the Selection Pane shows the tabs **<User> Inbox**, **<User> Pending**, and **<User> Completed**. **<User>** represents the selected view, for example **My** for the personal view, or **Team** for the team view.



Note: The **All** view does not provide a **Pending** tab because the corresponding data output would not make sense.

The tabs have the following meaning; here the personal view serves as an example:

My Inbox

This tab displays the work items that currently require your attention.

My Pending

This tab displays running processes that you have touched in the past and that are not currently in your inbox.

My Completed

This tab displays completed processes that you have touched at any point of time.

In the Selection Pane, you can switch between Classic Selection and Smart Selection: On the **Settings** menu, point to **Switch Selection Pane**, and then click **Classic Selection** or **Smart Selection**.

Classic Selection

The Classic Selection provides a couple of selection criteria, like **Company Code**, **Vendor**, or **Document Date**

Smart Selection

The Smart Selection provides a filter-like structure. You select the **Company Code**, then select **Selection Criteria** out of the list of available options, and then, depending on the Selection Criteria, select some restriction in the **Restrict To** list.



Tip: You can try several combinations of criteria in the Classic Selection and Smart Selection. Check the results in the Content Pane.

To search and display work items using the Selection Pane:

1. Enter search criteria in the Selection Pane.
2. To start the search, click **Apply**.
The search result list displays the work items (or processes) that match your search criteria. **Selection Active** is appended to the heading of the list.
The search criteria fields in the Selection Pane become unavailable.
3. To change the search criteria, click **Edit**, perform your changes, and click **Apply** to display the search results.
4. To empty the Selection Pane, for example for a new search, click **Reset**.

Working with the Content Pane

The columns that are displayed in the Content Pane, in the search result list, differ according to the selected tab. For example, the **Bulk Action** column is only available on the **Inbox** tab.

Action buttons

You can perform the following actions using buttons in the header of the search result list.

To define the maximum number of hits:

1. Click the **Show** button
2. Select a value from the **Maximum number of hits** list or click **Other** to enter any suitable number of maximum hits.



Note: The work views **Team View** and **All Items View** might display a lower number of returned hits than you have selected. This is indicated by an information message at the bottom of the screen. To avoid this, try to select a higher number of maximum hits.

If you have chosen **All Systems** to select data of all multiple backend systems at the same time, the maximum number of hits is valid for each involved system. Example: Maximum number of hits - 500, involved backend systems - 3, maximum output result - 1500 hits.

To perform bulk actions:

1. Select the **Bulk Action** check box for one or more work items in the search result list.
2. Click the **Choose Bulk Action** button.

The following bulk actions are generally available, but may be unavailable for some selection tabs or work views.

- **Refer**



Note: Bulk referral is available for DP invoices and for parked and blocked work items.

- **Approve**

- **Reject**

- **Forward**

Bulk Forward has been introduced for administrators. Regular end users should use the **Refer** action instead. The function is set to inactive by default and needs to be activated if required.

3. Follow the instructions in the dialog box that opens.

The dialog box also informs you if your action cannot be performed.

Action icons The search result list provides several action icons.

Underlined values in the search result list are links. Click them to access the underlying transaction or dashboard.



Open the OpenText Unified Dashboard for the selected work item. See [“Using the OpenText Unified Dashboard” on page 43](#).



Display the workflow log with technical details of the selected work item.



Execute the work item and open it in the associated dashboard.



Reserve/Replace

Reserve/replace a work item. You can also reserve/replace more than one work item at the same time by a bulk action.

Reserve

A work item might be visible to more than one user. If the work item has status **Ready**, click  to reserve it for you exclusively.

Replace

To replace (unreserve) a reserved work item, click .



Display the scanned image of the original invoice.



Display and add comments. If comments exist for the work item, the icon is highlighted. If the work item is locked, for example, because it is executed by a user, you can only display comments.



Display multiple agents.

If there are more than one current agents for a work item, this icon is displayed. To display a list of the agents, click the icon.



Re-route the process.

If displayed in the **Re-Route** column, click this icon to flexibly route the process to a new process type or parking reason and a new responsible role.



Recall approval.

If displayed in the **Recall approval** column, click this icon to recall any pending approval items back to the AP Processor.

Detail Pane

You can use this part of the Content Pane to display additional information about the work item/process that is currently marked in the search result list.



Image

Display a preview of the original invoice's scanned image.



Line Items

Display the indexing line items, corresponding to the **Line Items** in the DP Dashboard.



History

Display the history of the work item.

Process Log and **Approval Log** are displayed.



Comments

Display the comments that have been entered for the work item.

Process Comments and **Approval Comments** are displayed.



Actual Agents

Display the current work item agents.



Vendor Workspace

Display the Extended ECM for SAP Solutions plug-in for the work item. Extended ECM for SAP Solutions allows you to access related OpenText Content Server items in the business workspace without leaving the SAP system.

For a comprehensive description, see section 4 “Working in SAP ERP with the Business Content window ” in *OpenText ECMLink for SAP Solutions - User Guide (ERLK-UGD)*

Chapter 4

Working with the DP Dashboard

The Document Processing Document Dashboard (DP Dashboard) is the user interface for the DP workflow. You can access the DP Dashboard from the SAP Business Workplace and from VIM Workplace. See [“Accessing Workflows” on page 13](#).

The DP Dashboard allows you to perform tasks, such as the following:

- Sending documents back to rescan
- Simulating business rules
- Validating and indexing invoice metadata
- Checking for duplicates
- Applying business rules
- Posting invoices for payment
- Returning invoices to the vendor



Note: Depending on your company's system configuration, the screens displayed during the various workflow steps may appear slightly different.

4.1 Screen Layout

The DP Dashboard comprises the following panels, see [Figure 4-1](#).

- 1 Menu toolbar
- 2 Application toolbar
- 3 Options pane
- 4 Data pane
- 5 Detail pane

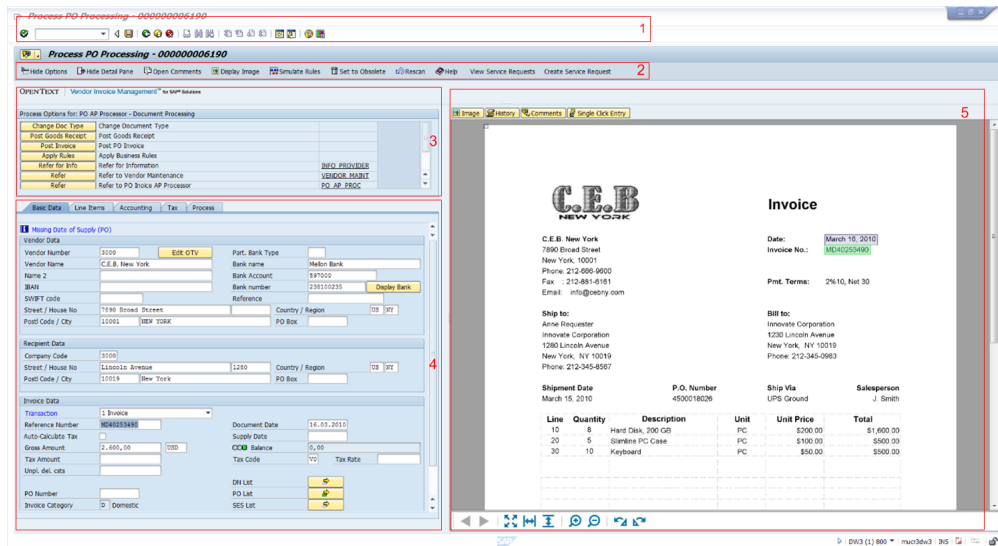


Figure 4-1: Panels of the DP Dashboard

4.1.1 Menu Toolbar

The menu toolbar provides standard SAP features and some general VIM actions that you can perform on a document:

Document

Display/Change

Toggle between display mode and change mode.

Submit

Submit the document. The document is sent to the next step in the workflow.

Display Image

Display the original invoice document in the document viewer that has been installed and configured on your desktop. Also available in the application toolbar.

View Service Requests / Create Service Request

Only relevant for the SSF integration; see [“Working with SAP Shared Service Framework Integration” on page 73](#). Also available in the application toolbar.

Edit

Cancel

Cancel the document processing and return to the SAP Business Workplace.

Open Comments

View and add comments to the document. Also available in the application toolbar.

This allows viewing and editing the comments for the current step. All comments entered within the same step are concatenated with the most recent ones on top. Comments from previous steps are not shown here but can be viewed in the process history.

If comments exist for the current step, the button is highlighted (with green color).

Set to Obsolete

Set the document to obsolete. The document is removed from the workflow. Also available in the application toolbar.

Settings**Hide Options**

Hide the Process Options pane. Also available in the application toolbar.

Switch Detail Pane Area

Let the Process Options pane and the Data pane switch places with the Detail pane.

Resize Detail Pane

Enter the desired size of the Detail pane in %.

Hide Detail Pane

Hide the Detail pane. Also available in the application toolbar.

4.1.2 Application Toolbar

The application toolbar provides general actions that you can perform on a document in the DP workflow. Some actions are also available in the menu toolbar; see [“Menu Toolbar” on page 22](#).



Note: Depending on the configuration of your system, some buttons might be missing for the work item you are working on.

Declare as Duplicate

Confirm this document to be a duplicate. See [“Checking for Duplicates” on page 32](#).

Non Duplicate

Confirm this document to be no duplicate. See [“Checking for Duplicates” on page 32](#).

Rescan

Send this document back to the scan operator to rescan the document.

Rescan Complete

Set the document status to Rescan is complete. To access the rescan reason, click **Rescan Reason**.

Obsolete Reason

Display the obsolete reason if the document is set to obsolete.

Display Errors

Display errors that occurred during document creation, which is executed in background.

Display Messages

Display messages that occurred during business rules processing in background (Process type 110 - Manual Check Needed for Indexing Lines (PO)).

Simulate Rules

Invoke the Bypass/Simulate Business Rules function; see [“Simulating Business Rules” on page 30](#).

Help

Display the application help that can be attached by customer.

4.1.3 Process Options Pane

The **Process Options** pane allows you to perform the following types of options for the particular work item:

Action

Perform an action on the document, for example **Change Doc Type**, **Park Invoice**, or **Post Invoice**.

Usually business rules are applied automatically. The **Run Business Rules** action re-applies the business rules and validates the document in the background. After this action is run, the process type might change or the invoice might go to the next workflow.

Referral

Refer the document to another user, for example **Refer to Non-PO AP Processor** or **Refer to Vendor Maintenance**.

The **Receiving Actor** column indicates the role that will receive the work item once the option has been performed successfully.



Note: The options that are actually available in the **Process Options** pane depend on your role, the document type, and the business process.

4.1.4 Data Pane

The Data pane allows you to view or enter indexing data for the DP document.

The Data pane comprises the following tabs:

- **Basic Data**
- **Line Items**
- **Accounting**
- **Tax**
- **Process**

The respective tabs provide the following information and action buttons:

Basic Data

This tab lists Vendor, Recipient and Invoice data. The following action buttons are available:

Display Vendor

Click this button to open the **Display Vendor: Address** dialog box where you can enter details of the vendor.

Display Bank

Click this button to open the **Display Vendor: Payment transactions** dialog box where you can enter details of the vendor.

Edit OTV

Only available if the entered vendor is a one-time vendor. Click this button to open the **Address and Bank Data** dialog box, where you can enter details of the vendor.

The following action buttons are only available for PO invoices:



Note: Each of these buttons is configurable. They can be enabled or disabled individually for each PO DP document type.

DN List

Click this button to open the **Delivery Note List** dialog box, where you can enter delivery note information. You can use this information to find the line item proposals.

PO List

Click this button to open the **Purchase Order List** dialog box, where you can enter purchase order information. You can use this information to find the line item proposals.

SES List

Click this button to open the **Service Entry Sheet List** dialog box, where you can enter and save multiple service entry sheets. You can use this information to find the line item proposals.



Note: In the **Service Entry Sheet List** dialog box, you can use the  button to find service entry sheets.

Line Items

This tab comprises the **PO Reference** tab (only for PO invoices) and the **G/L Account** tab. You can enter and edit line item information.

On the **G/L Account** and the **PO Reference** tab, you can move the lines up or down (and therefore change the line items). You also can search columns and sort columns.

Besides the standard SAP buttons, like **Insert Line**, **Delete Lines**, **Copy Lines**, **Select All**, and **Deselect All**, the following processing options are available:

PO Reference tab

- For PO documents, the **PO Reference** tab shows the indexing lines with reference to a PO and also provides access to the PO proposal lines, according to the system settings.
- The **PO Reference** tab also provides enhanced manual matching functionality: A matching status icon (**Matching St** column; set manually or automatically) shows the matching status of the PO lines with the proposal lines. The matching status is shown as successful for one line item if all PO “main” reference data is identical with the corresponding proposal data:
 - PO number and PO item
 - Material number and material item and material year
 - Sheet number and sheet item
 - Condition type

Like in transaction MIRO, the work finished indicator check box enables you to check lines which have already been manually processed on the screen. This indicator is not set automatically in background for any matching processing or used during document creation (parking/posting).

- The **PO Reference** tab provides the following action buttons for the PO lines:



Move to Unplanned Costs: Mark line(s) and click this button to move the line(s) to unplanned costs. The line item(s) amount(s) will be summed up on the header field **Unplanned costs** and the line item(s) will be removed. Thus you can easily handle additional cost lines imported from ICC to SAP ERP, which could not be processed automatically.



Move to G/L: Mark line(s) and click this button to move the line to the **G/L Account** tab. The line items will be processed like G/L accounting lines in the MIRO transaction. Thus you can easily handle additional cost lines imported from ICC to SAP ERP, which could not be processed automatically.

Match All

Only available if your system is configured accordingly. Click this button to run the baseline process types 109 Unable to determine PO line no (PO) and 110 Manual Check Needed for Indexing Lines (PO). The matching status is set accordingly in the line items for matched lines.

- The **PO Reference** tab provides the following action buttons for the PO proposal lines:

Propose Lines

Get the proposal lines of transaction MIRO for the corresponding PO reference category:

- Purchase Order/Scheduling Agreement
- Delivery Note,
- Service Entry Sheet

and item type:

- Goods/service items
- Planned delivery costs
- Goods/service items + planned delivery costs

Discard Lines

Clear the proposal lines. Click this button also to recreate the proposal.



Match line: Mark a single PO line and a single proposal line and click this button to match these two lines. The matching status is set accordingly for these lines. The PO “main” reference data is moved from proposal data to line data.



Insert Invoice Lines: Mark line(s) and click this button to move the line(s) to the PO lines at the end.



Replace Invoice Lines: Mark line(s) and click this button to replace the PO lines with your proposal selection.

G/L Account tab

- For NPO documents, the **G/L Account** tab shows the corresponding line items.
- For PO documents, the **G/L Account** tab shows the indexing lines with reference to a G/L. For a PO document, lines with PO reference are mandatory. The **G/L Account** tab cannot be used to post only G/L lines. For PO documents, the **G/L Account** tab must only be used to post or park additional cost lines.

Accounting

This tab lists Header, Payment and Additional data. The **Display Vendor** button is available. In case of a one-time vendor, the **Edit OTV** button is available.

Tax

This tab lists Header and Tax data. The **Display Vendor** button is available. In case of a one-time vendor, the **Edit OTV** button is available.

Process

This tab lists Document data and Process and Archiving information.

The **Process** tab also shows duplicated invoices in case of duplicate processing for the corresponding role and process type (Suspected Duplicates).

4.1.5 Detail Pane

The Detail pane provides 3 different views that you can control using the following buttons:



Image

Display the scanned image of the original invoice.



History

Display **Process History** and **Approval History** of the document.



Comments

Display approval and process comments of the document.



Single Click Entry

Activate the Single Click Entry feature. For more information, see [“Using the Single Click Entry Feature” on page 28](#).



Vendor Workspace

Display the Extended ECM for SAP Solutions plug-in for the work item. Extended ECM for SAP Solutions allows you to access related OpenText Content Server items in the business workspace without leaving the SAP system.

For a comprehensive description, see section 4 “Working in SAP ERP with the Business Content window ” in *OpenText ECMLink for SAP Solutions - User Guide (ERLK-UGD)*



Note: If you change the vendor in the data pane, you must save the work item and click the **Vendor Workspace** button again to reflect the changes.

4.2 Using the Single Click Entry Feature

The Single Click Entry feature allows you to easily capture index data by clicking the appropriate field zone of the invoice that is displayed in the Detail pane.



Notes

- To use the Single Click Entry feature, a local installation on your computer is necessary. Ask your administrator.
- Single Click Entry only works if the DP process has been started using ICC.

To activate and use Single Click Entry:

1. In the Detail pane, click the **Single Click Entry** button.
The scanned image of the invoice is displayed.
2. Navigate through the invoice, using the following buttons. Try out which settings best fit your needs.



Scroll to the previous page of the invoice.

If there is no previous page, the button appears dimmed.



Scroll to the next page of the invoice.

If there is no next page, the button appears dimmed.



Align the page to the window.



Align the width of the page to the window.



Align the height of the page to the window.



Zoom in.



Zoom out.



Rotate counterclockwise.



Rotate clockwise.

3. In the **Basic Data** tab, position the mouse pointer in one of the indexing fields.
In the Detail pane, the corresponding field zone in the invoice image is highlighted.

4. To copy the content of the invoice field zone into the indexing field, click the highlighted value.

5. The leading application for Single Click Entry is the indexing mask.

If you delete the value in an indexing field or overwrite it manually, the link to the corresponding field zone value in the invoice image is lost.

To restore the link, repeat **Step 3** and **Step 4**.

In the **Line Items** tab, if you change the sorting of lines, the link to the corresponding lines in the invoice image remains.



Note: In the **Line Items** tab, you can capture only single fields, not complete lines.

4.3 Simulating Business Rules

The simulate business rules option allows the AP department to influence the whole DP processing. You also get visibility over all business rules applied to the document, depending on configuration and business data. The simulate rules button is only available if role and process type are configured accordingly.

The simulate business rules option provides access to all business rules that have been or will be processed for the corresponding document, according to the configuration. If the system is configured accordingly, you can also bypass further rules.

To simulate business rules:

- In the application toolbar, click **Simulate Rules**.

The **Simulate Business Rules for DP Document** <Document number> dialog box opens, showing all steps and their status. The current business rule line that the document has reached in processing is highlighted.

In the **Status** column, the following icons can be displayed:

 Business rule failure (exception)

 Business rule run without stop (either success or no exception)

 Business rule in wait status

In the **Message** column, the following icons can be displayed:

 No exception message available

 Exception message available

In the **Activate/Bypass** column, the following icons can be displayed:

<empty>
Business rule is active, no manual bypass possible.

 Business rule is active.

 Business rule is bypassed.

 Bypass is possible depending on the check type.

If the Business Rule Framework is configured, there is a **Check Type** column showing the Business Rule Framework check type assigned to the business rule.

To bypass a business rule, a manual change of the Business Rule Framework (Z constant COMPL_ALLOW_M_BYPASS) must be allowed. If in doubt, ask your administrator.

If the business rule shows a  or a  icon, you can bypass the business rule.

To bypass a business rule:

1. Click  or  in the **Activate/Bypass** column.
2. In the **Rule active - bypass?** dialog box, click **Yes**.
3. In the **Bypass Comments for Rule** dialog box, enter comments and click **Save**.
The icon in the **Activate/Bypass** column changes to , which means the business rule is selected to bypass.
4. Repeat this procedure for all business rules that need to be bypassed.
5. Close the **Bypass/Simulate Business Rules** dialog box.
6. In the **Process Options** pane, click **Run Business Rules**.
This will reapply business rules and skip the business rules that you selected to bypass.
7. View comments.
You can view comments entered in this step and status messages from business rules in the Detail pane. Click the **Comments** button.

To activate a business rule:

1. To activate the business rule, click the  icon.
The activation dialog box with comment entry opens and the icon changes to .
2. Repeat this procedure for all business rules that need to be activated.
3. Close the **Bypass/Simulate Business Rules** dialog box.
4. In the **Process Options** pane, click **Run Business Rules**.
This will reapply business rules including the ones you have activated.
5. View comments.
You can view comments entered in this step and status messages from business rules in the Detail pane. Click the **Comments** button.

4.4 Validating and Indexing Invoice Metadata

If *Optical Character Recognition* (OCR) is used, the system will extract and insert metadata from the original invoice into the Data pane automatically. However, depending on your system configuration, you may have to index additional metadata manually. In any case, you have to validate the correctness of the automatically inserted metadata.

Without OCR, you must index the invoice metadata manually.

To index metadata manually:

1. From the SAP Business Workplace or the VIM Workplace (see “[Accessing Workflows](#)” on page 13), open a document in the DP Dashboard.
For details about the DP Dashboard, see “[Screen Layout](#)” on page 21.
2. If the scanned image of the original invoice is not displayed in the Detail pane, click **Image** in the Detail pane.



Important

The layout of the indexing fields, which fields are displayed, and which fields are mandatory, has been configured according to the needs of your company.

3. Depending on your configuration, enter the required values in the tabs of the Data pane, especially in the **Line Items** tab.
4. To submit the document with the values that you have entered, click

If indexing values are missing when you click , the system displays an error message, showing the missing indexing value.

After submit, DP *business rules* and Invoice Exception business rules apply to the document. If no exceptions are found, the invoice is *posted* automatically.

4.5 Checking for Duplicates

You need to detect duplicate invoices in order to prevent double payment. If you confirm documents to be duplicates, they become obsolete. If you confirm documents to be no duplicates, they continue the workflow.

As a prerequisite, you must be assigned to the Duplicate Checker role.

To check for duplicates:

1. Access the DP Dashboard for a suspected duplicate.
For details about the DP Dashboard, see “[Screen Layout](#)” on page 21.
2. In the Data pane, make sure the **Process** tab is displayed.

The **Duplicate Index Records** area shows all the documents that might be a duplicate. You can use it to determine if the document is really a duplicate or not.

3. To display the scanned image of one of the suspected duplicates, click the button in the **Image** column of the **Duplicate Index Records** area.
4. Confirm the document as duplicate or not duplicate:
 - “To confirm the document as duplicate:” on page 33
 - “To confirm the document as not duplicate:” on page 33

To confirm the document as duplicate:

1. In the DP Dashboard, click  **Declare as Duplicate** in the application bar.
2. In the **Confirm Duplicate** dialog box, click **Yes** to confirm the document as duplicate.

The document becomes obsolete.

To confirm the document as not duplicate:

1. In the DP Dashboard, click  **Non Duplicate** in the application bar.
2. In the **Confirm Not Duplicate** dialog box, click **Yes** to confirm the document as not duplicate.

The document is submitted and continues the workflow. If there are no exceptions, the document is posted.

4.6 Posting Invoices for Payment

Direct posting of an invoice from DP is done automatically, provided that the default DP process type has the “automatic posting” flag enabled in the configuration.

If you as the indexer enter the indexing data and submit, the invoice is posted automatically, if there are no exceptions.

Automatic posting

Often you are aware if a document can be automatically posted or if it must be posted in dialog. The DP Dashboard provides a way how to route a document accordingly: On the **Process** tab of the DP Dashboard, in the **Document Creation**

field, click  to open the **Document Creation (Autopost)** dialog box. The following options are available:

Determination

Use the logic of the automatic posting determination function. For more information, ask your administrator.

Automatically

Post the document automatically.

Manually

Post the document in dialog.

Manual posting You can perform a manual posting from various dashboards in VIM, provided the posting process options are configured for your role.

To post an invoice for payment:

1. Open the DP Dashboard for a document that is suited for posting.
For details about the DP Dashboard, see [“Screen Layout” on page 21](#).
2. Make sure the **Process Options** pane is displayed.
3. Click **Post Invoice**.

The invoice is posted in background or the corresponding SAP transaction (FB60 for NPO; MIRO for PO) is called, depending on your system configuration.

4.7 Returning Invoices to the Vendor

Some situations make it necessary to return an invoice to the vendor. For example, the vendor has sent an invoice but the goods have not arrived. The **Return to Vendor** functionality can be configured to appear on the DP Dashboard, Options pane. The **Return to Vendor** functionality allows you to send back the invoice to the vendor by email.

To return an invoice to the vendor:

1. In the DP Dashboard, Options pane, click the **Return to Vendor** process option.

The screenshot shows the SAP 'Return to Vendor' dialog box. The title bar indicates the document number '000000008642'. The 'Return Reason' section is expanded, showing a list of reasons with 'Goods not received' selected. The 'Mail Template' section shows two options: 'ZNTV_ICALL_EN' and 'ZNTV_VIM_EN'. The 'Generate Preview' section displays a preview of the email content, including a greeting 'Dear Supplier,' and a message about returning the invoice. The preview also mentions that the original invoice image is attached and that return reasons and comments are at the bottom of the email.

2. Prepare sending the invoice to the vendor, using the following parameters:

E-Mail Address

Enter the vendor email address.

CC Requester

To send a copy of the email to the invoice requester, select this check box.
The requester must be entered in the DP document.

Attach Invoice Image

To attach the invoice image as an attachment to the email, select this check box .

To view the invoice image, click the **Display** button  next to the check box.

Return Reason

To include return reasons into the email, select the appropriate check boxes.

Comment for Vendor

Enter additional text. It is placed at the bottom of the email. You can use the comment to provide additional information if return reason texts are too short or generic.

DP Process Comments

Enter a workflow step comment that will be stored with the DP document.



Note: The return reasons along with their texts are added to the comment automatically.

Additional Documents

DP documents can contain attachments. You can attach them to the email, too. The **Additional Documents** list displays the MIME **File Type** and archiving date and time.

To verify which document you can send, click the **Display** button  on the respective lines.

To attach the files, mark the corresponding check boxes.

Language

Enter the language that the system uses when reading the mail templates and return reason texts used for the email.



Note: Return reasons shown in the **Return to Vendor** screen are shown in the user language. This can be different from the language in which the email is generated.

Mail template

Select a standard text from the list to use as mail template. The list depends on the language selected. Only templates available in the selected language are shown.

3. When you have finished preparing the email, click the **Generate Preview** button. A preview of the email is displayed in the **Preview** area.
4. To send the email, click the **Send** button in the application toolbar.
The email is sent. The DP process of the invoice is finished.

4.8 Running Year End or Month End Procedure for DP Documents

When you are transitioning into a new fiscal year, you might have DP documents that are not posted. You must adjust the posting date on those documents to avoid problems during approvals and posting. VIM provides a special utility to perform a bulk change of posting date of DP documents.

For a description how to deal with this case, see section 18 “Running Year End/month End Procedure for Parked and DP Documents” in *OpenText Vendor Invoice Management for SAP Solutions - Administration Guide (VIM-AGD)*.

Chapter 5

Working with the Invoice Exception Dashboards

The Invoice Exception dashboards (IE dashboards) are the user interfaces for processing documents through the Invoice Exception processes (IE processes).

You can access the IE dashboards from the SAP Business Workplace and the VIM Workplace; see “[Accessing Workflows](#)” on page 13.

The general screen layout of all IE dashboards is very similar. See “[General Screen Layout](#)” on page 38.

IE processes comprise the following processes with their respective dashboards:

IE processes and dashboards

PO parking process

PO Parked Invoice Dashboard

Whenever a PO invoice gets parked for a specific reason, the process triggered depends on the chosen parking reason and the type of the document.

All participants of the process receive a Process Dashboard for Parked Invoice - *<document number>* work item in their **PO Parked Invoice Dashboard** folder in the **SAP Business Workplace**. Opening the work item displays the PO Parked Invoice Dashboard for the work item. The PO Parked Invoice Dashboard enables you to perform all actions needed to address the particular exception.

PO blocking process

A PO based invoice that is posted can get blocked for various reasons, primarily for price or quantity discrepancies. For each of the invoice line blocks, a workflow is triggered. The actual process depends on the block reason for the particular item.

PO Invoice Dashboard (Line level)

A line level block means that an invoice is blocked and it must be resolved at line level. Line level means the accounting information like cost assignment, cost center, or G/L.

An example for a line level block is Quantity Discrepancy. Line level block process options include **Create PO**, or **Post Goods Receipt**.

All participants of the process receive a work item in the **SAP Business Workplace**, called Process Dashboard for Invoice - *<document number>*.

Opening the work item displays the PO Invoice Dashboard (Line level) for the work item. The PO Invoice Dashboard (Line level) enables you to perform all actions needed to address the particular exception.

Additional values are available in the header section, **Price/1 PC** and **Amount** lines under the **SAP Invoice** button. The additional values make it easier to understand the reasons for the corresponding blocking reason. The additional values are separated from the existing values by a slash. The meaning of the existing / additional values is the following:

Price/1 PC: Real invoice price / Expected invoice price

Amount: Real invoice amount / Expected invoice amount

PO Invoice Dashboard (Header WF)

After all exceptions are resolved on line level, the invoice is at header level. Header level means the overall invoice information, like currency, net amount, tax amount, or vendor address. At header level, you can only perform actions on the invoice as a whole such as Post, Park, or Cancel.

All participants of the process receive a work item in the **SAP Business Workplace**, called Header Lvl dashboard - *<document number>*.

Opening the work item displays the PO Invoice Dashboard (Header WF) for the work item. The PO Invoice Dashboard (Header WF) enables you to perform all actions needed to address the particular exception.

Non PO parking process

Non-PO Invoice Dashboard

Whenever a Non PO invoice gets parked for a specific reason, the process triggered depends on the parking reason chosen at the time of parking the document.

All participants of the process receive a Process Dashboard for Parked Invoice - *<document number>* work item in their **Non-PO Invoice Dashboard** folder in the **SAP Business Workplace**. Opening the work item displays the Non-PO Invoice Dashboard for the work item. The Non-PO Invoice Dashboard enables you to perform all actions needed to address the particular exception.

If Invoice Approval is implemented and used, the **Approver** history panel is displayed at the bottom of the Non-PO Invoice Dashboard. The **Approver** history panel shows you the stack trace (logs) of all the actions on coding and approving the particular invoice.

5.1 General Screen Layout

This section describes the general screen layout of all IE Dashboards. For the specifics of the particular IE dashboards, see **IE processes and dashboards on page 37**. **Figure 5-1 on page 39** shows the PO Parked Invoice Dashboard as an example.

The IE Dashboards comprise the following panels:

- 1 Menu toolbar

- 2 Application toolbar
- 3 Information panel
- 4 Process Options
- 5 Process History
- 6 Detail pane

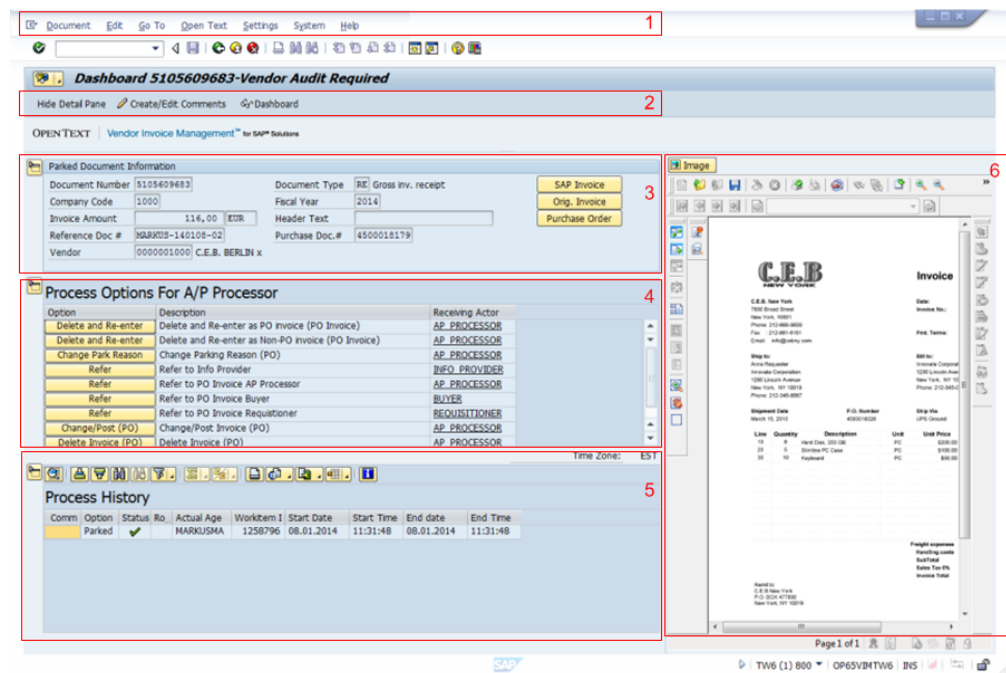


Figure 5-1: Example: PO Parked Invoice Dashboard

 **Note:** Depending on the configuration of your system, some buttons might be missing for the work item you are working on. The screens of the various workflow steps may appear different than in this example.

Menu Toolbar

The menu toolbar provides standard SAP features, and the following VIM actions:

Edit

Create/Edit Comments

(also available in the application toolbar)

Settings

Switch Detail Pane

Position the detail pane on the right or left side of the dashboard.

Resize Detail Pane

Specify the **Size in %**.

Show Detail Pane or Hide Detail Pane

(also available in the application toolbar)

Application Toolbar

The application toolbar provides general actions that you can perform on a document. The following buttons are available:

Show Detail Pane

Show the detail pane within the dashboard. In the detail pane, click **Image** to display the scanned image of the original invoice.

To return to the view without the detail pane, click **Hide Detail Pane**.

Create/Edit Comments

Add comments to the document or edit existing comments.

Dashboard

Access the OpenText Unified Dashboard; see [“Using the OpenText Unified Dashboard” on page 43](#).

Information Panel

The **Information** panel is titled differently in the particular IE dashboards, for example **Parked Document Information** in the PO Parked Invoice Dashboard. The **Information** panel provides general data about the invoice and gives you access to other background information:

SAP Invoice

Display the SAP invoice.

Orig. Invoice

Display the scanned image of the original invoice.

Purchase Order

Display the Purchase Order (PO) of the invoice

Only in the PO Invoice Dashboard (Line Level):

PO History

Display the history of the invoice's *Purchase Order (PO)*.

Goods Receipt

Display the respective Goods Receipt.

Process Options

The **Process Options** panel lists the options that are available for the particular work item.



Note: The options that are actually available in the **Process Options** panel depend on your role, the document type, and the business process.

Actions

Perform an action on the document, for example **Change/Post (PO)** or **Change Park Reason**.

In the PO Invoice Dashboard (Header WF), the **Send Back** option sends the invoice workflow back to the previous user.

Referral

Refer the document to another user, for example **Refer to PO Invoice AP Processor** or **Refer to Vendor Maintenance**.

Authorization

Only for the PO Invoice Dashboard (Line Level): Authorize others to perform options, for example **Authorize AP to Cancel Invoice** or **Short Pay**.

The **Receiving Actor** column indicates the role that will receive the work item after the option has been performed successfully.

Process History

The **Process History** panel lists all processes for the particular work item.

Detail Pane

In the Detail pane, the scanned image of the original invoice can be displayed. For navigating options, see [“Menu Toolbar” on page 39](#) and [“Application Toolbar” on page 40](#).

5.2 Running Year End or Month End Procedure for Parked Documents

Whenever the posting date of a parked document is changed so that the posting date falls into a new fiscal year, there will be issues with the related workflow because the key of the primary object associated with the workflows changes. For a description how to deal with this case, see section 18 “Running Year End/month End Procedure for Parked and DP Documents” in *OpenText Vendor Invoice Management for SAP Solutions - Administration Guide (VIM-AGD)*.

Chapter 6

Using the OpenText Unified Dashboard

OpenText provides a standard and unified dashboard for all invoices.

6.1 Accessing the Unified Dashboard

- From the invoice document itself, displayed in one of the Invoice Exception dashboards: Click **Dashboard** in the application toolbar.
- From the **Approve Invoice** entry screen. Click **Unified Dashboard** in the application toolbar.
- From VIM Analytics. Click **Dashboard** in the ALV grid control of the result list.

Figure 6-1 shows an example of a unified dashboard for a PO invoice.

OpenText Unified Dashboard for Document 5105609213 2013

View Service Requests

OPEN TEXT | Vendor Invoice Management™ for SAP® Solutions

Invoice Information

Document Number	5105609213	Document Type	RE	Gross inv. receipt	SAP Invoice
Company Code	1000	Fiscal Year	2013		Orig. Invoice
Invoice Amount	10,00	GBP	Header Text		Purchase Order
Reference Doc #		Purchase Doc.#	4500017463		
Vendor	0000001008	Motor constructions Ltd.			

Process History

View Log	Item	Exception Reason	Last Role/Agent	Last Action
View	1	PO Processing		Invoice Blocked
View	1	LIV - Quantity Discrepancy	WF-BATCH	Invoice Blocked

Figure 6-1: Unified dashboard example

6.2 Displaying Invoices in the Unified Dashboard

1. Run the appropriate transaction:

DP invoices

/OPT/VIM_1AX13

PO invoices

MIR4

Non PO invoices

FBV3

2. Enter invoice details, like the document number, and click  **Display Document**, or press **RETURN** (in FBV3).
3. Click the  icon to the left of the screen title to open the **Services for Objects** menu and click **Workflow > OpenText DashBoard**.

Chapter 7

Approving Invoices Using the OpenText Approval Portal

With VIM 7.0 SP2 and higher, a completely reworked OpenText Approval Portal (Approval Portal) interface is available. The new interface provides an easy-to-use, intuitive layout, which enables you to fulfill approval tasks quickly.



Note: This chapter describes how to use the new Approval Portal interface. For a description of the “old” Approval Portal, see the VIM 7.0 documentation.

The following configurations are required in the browser:

- The new Approval Portal supports Internet Explorer 9.0 and higher, Firefox 17 and higher, Chrome 22 and higher, and Safari 5.0 and higher.



Note: For Internet Explorer, some settings need to be performed. Ask your administrator.

- JavaScript must be enabled.
- If you want to automatically display invoice images, the popup blocker must be turned off.

The following roles typically work with the Approval Portal:

Coder

Person who enters the accounting information on invoices to allocate the cost

Requester

Person who requested goods and services for Non PO invoices

Approver

Person who approves invoices

To access the Approval Portal:

- Sign in to the Approval Portal.
Alternatively, sign in to the SAP NetWeaver Portal and navigate to the Approval Portal.



Note: The title and the way to navigate to the Approval Portal might be different on your system as it is defined by the administrator. Ask your administrator or the AP personnel for correct information.

OpenText Vendor Invoice Management™ REQUESTER1

INVOICE APPROVAL

Inbox History

INBOX 932

Sort By

Enable Multi-Select

Currency: GBP
Logical System: TW6

9809 Pending
Reference: MANI_JIRA_12842_
Name: Müller KG
City: Rosenheim
Invoice Amount: 538,00 EUR
Currency: EUR
Logical System: TW6

9767
Reference: MN_TEST_13266_4
Name: Motor constructions Ltd
City: LEEDS
Invoice Amount: 300,00 GBP
Currency: GBP
Logical System: TW6

9776
Reference: PORTAL_P_0
Name: Motor constructions Ltd
City: LEEDS
Invoice Amount: 20.000,00 GBP
Currency: GBP
Logical System: TW6

Motor constructions Ltd. (9767)

Approve Reject Other Actions View Invoice

Basic Data Comments Cost Assignment Attachments

Invoice Data +Add Instruction Text

Name:	Motor constructions Ltd.	Company Code:	2000
Vendor:	0000001008	Reference:	MN_TEST_13266_4
Document Type:		Document Date:	2012-01-19
Due Date:	2012-01-19	Posting Date:	2012-01-19
Invoice Amount:	300,00	Currency:	GBP
Net Amount:	300,00	Invoice receipt date:	2014-09-03
Document Number:	9767	Tax code:	V0
Calculate tax:	X	Tax Amount:	
Credit Memo Indicator:		DP Document Type:	ZMN_NPO
Terms of Payment:	Payable immediately	Document Header Text:	
Due net		Expense Type for Invoices:	ST-Standard

Save

Invoice History

Name	Date	Action
------	------	--------



Note: The fields displayed in the Approval Portal might be different because the field layout can be fully customized.

7.1 Working with the New Approval Portal

When you start the Approval Portal, the **Invoice Approval** page is displayed. All invoices that require your attention are listed in the navigation area on the left, under **Inbox**. To open an invoice, click it in the inbox.

To switch to your processed invoices, click **History** in the navigation area. For more information, see [“Displaying Information on Processed Invoices” on page 53](#).

On the **Invoice Approval** page, the **Basic data** of the top invoice in the inbox is displayed. This includes **Invoice Data** and **Invoice History**. For more information, see [“Viewing and Editing Invoice Header Data” on page 49](#).

When you perform any action that lets the top invoice disappear from the inbox, for example approving, the next invoice becomes the top invoice.

You can switch to the following tabs:

Comments

For more information, see [“Viewing and Adding Comments” on page 50](#).

Cost Assignment

For more information, see [“Entering Accounting Information” on page 50](#).

Attachments

For more information, see [“Viewing and Uploading Attachments” on page 52](#).

The inbox displays the following status information for particular invoices:

On Behalf

An invoice that you have received as the delegate of another user

Pending

An invoice that you have referred to another user, for example for clarification purposes

Referred

An invoice that another user has referred to you.

Sorting Work Items in the Inbox or the History

You can sort work items in the inbox or the history according to your needs. When started, the inbox is sorted by the incoming date of invoices, the history is sorted by the process date of invoices. As sorting criteria, you can use the properties that are shown for each invoice in the inbox or the history.

To sort the inbox or the history:

1. Select the sorting criteria, for example **Creation Date**, from the **Sort By** list.
2. To change the sorting order of the invoices, click  or  next to the **Sort By** list.

7.2 Approving Invoices

To approve an invoice:

1. Navigate to the invoice that you want to approve and open it.



Note: To approve more than one invoice at a time, use the bulk approval feature. For more information, see [“Processing Multiple Work Items” on page 53](#).

2. In the top area of the **Inbox**, click **Approve**.
3. If the **Override Approver** list is displayed and you want to override the approver that is displayed in the **Next Approver** field, select the person that you want to approve the invoice.

To search for a different person, click the  icon.

4. If necessary, enter comments.



Note: Depending on the configuration, entering a comment might be required or optional.

5. To approve the invoice, click **Continue** or **Approve**.

Depending on the configuration, the approved invoice is forwarded to the next approval step if there is any, is posted, or is routed back to Accounts Payable for further processing.

7.3 Rejecting Invoices

To reject an invoice:

1. If you want to reject an invoice that you have currently open, click **Reject**.
 **Note:** To reject more than one invoice at a time, use the bulk rejection feature. For more information, see “[Processing Multiple Work Items](#)” on page 53.
2. In the **Add Comment** field, enter a reason for the rejection, and click **Reject** to reject the invoice.
3. If prompted to do so, select a rejection reason.
Depending on the configuration, the invoice is sent back to the previous approver if there is any, or is routed back to Accounts Payable for further processing.

7.4 Forwarding Invoices

You can forward an invoice to another user to take care of it. A forwarded invoice disappears from your **Inbox** because it is now owned by the other user.

To forward an invoice:

1. If you want to forward an invoice that you have currently open, click **Other Actions > Forward**.
2. Select the user to forward to from the **Forward To** list.
Alternatively, to search a person, click the  icon.
3. Enter an optional comment and click **Forward**.

7.5 Referring Invoices

You can refer an invoice to another user, for example to request more information. You stay the owner of the referred invoice; that means, even if the referee does not send back the work item, you always can process it finally.

To refer an invoice for more information:

1. If you want to refer an invoice that you have currently open, click **Other Actions > Refer**.
2. Select the user to refer to from the **Send To** list.
Alternatively, to search for a person, click the  icon.

Wait for Feedback

By default, the check box is cleared. That means, you do not wait for the referee’s feedback but still want to have the work item in your inbox. This

behavior persists, even if you have disabled the option **Show Invoices with Pending Feedback** in **Personalize** (see *“Personalizing Your Views of the Approval Portal”* on page 54). In this case, the referred invoice stays in your inbox with status **Pending**.

Select the **Wait for Feedback** check box to have the work item show up in your inbox, as configured in **Personalize**.



Note: In the SAP GUI approval screen, this setting moves the invoice to your **Resubmission** folder.

You can end the transfer of the work item, manually. In case you approve or reject the invoice before the referee feedback, the work item in the referee's inbox will be automatically terminated.

3. Enter an optional comment and click **Refer** to confirm the referral.

7.6 Viewing and Adding Handling Instructions

You can view and add handling instructions on the **Basic Data** tab.

To view and add handling instructions:

1. To display handling instructions that are already entered, click the **Handling Instructions** link in the **Basic Data** tab.



Important

If Handling Instructions have been entered, the document will not get auto-posted after approval. An AP accountant must process and post it manually.

2. To add handling instructions, click the **Add Handling Instructions** link at the same location, enter instructions and save.

7.7 Viewing and Editing Invoice Header Data

You can view and edit invoice header fields on the **Basic Data** tab.

To display and edit invoice header data:

1. To display invoice header fields, click the **Basic Data** tab.
2. Edit fields in **Invoice Data** and click **Save**.



Important

Make sure you save your changes before you switch to another tab or work item. If you do not save, your changes are lost.

In **Invoice History**, you see a list of actions that have been performed on the invoice, with user name and date and time.

7.8 Viewing and Adding Comments

You can view existing comments or enter new comments on the **Comments** tab.

To display and add comments:

1. To display comments that are already entered, click the **Comments** tab.
Existing comments are displayed in the **Comments** list with the name of the author and the date.
2. To add a comment, enter text in the **Enter Text** field and click **Save** next to the field.

Your comment is transferred to the **Comments** list.



Important

Make sure you save your comments before you switch to another tab or work item. If you do not save, your comments are lost.

7.9 Entering Accounting Information

You can view line item information (for PO invoices) and enter accounting information (for Non PO invoices) on the **Cost Assignment** tab.



Important

Make sure you save your changes before you switch to another tab or work item. If you do not save, your changes are lost.

Prerequisites

- To enter accounting information, you must be assigned to perform coding.
- Consult your Accounts Payable department for details on the account information you need to enter.

Line item approval

VIM provides the line item approval feature. You can code and approve single lines of an invoice. Your permission to approve a line depends on the cost center of the line. Other lines of the invoice with other cost centers will be approved during the approval process by the responsible user. On the **Cost Assignment** tab, the lines you are permitted to approve are marked with the  **Approvable** icon at the beginning of the line.

To enter accounting information for a Non PO invoice:

1. Enter the required accounting information. See [Actions for entering accounting information on page 51](#).
2. When you have finished entering accounting information, click **Save**.

Actions for entering accounting information

Add Row

Add another row for accounting data.



Delete a row.



Open a search help for the respective field.



Open the **Profitability Segment** dialog box. For details, see “**Profitability Segment**” on page 51.



Copy the row to a new, duplicate row.



Expand or collapse the **Additional Accounting Entry** view.

Calculate

Calculate the balance. For details, see “**Calculate**” on page 52.

Save

To save your entries, click **Save**.

Profitability Segment

A profitability segment is a way of accounting, similar to a cost center, for example. A profitability segment is defined by a combination of characteristic values. The profitability segment is applicable only for Non PO documents.

Profitability segment prerequisites

- The profitability segment is enabled for the company code.
- In the Approval Portal configuration, the **Profitability Segment** button is enabled.
- The profitability segment fields are maintained in SAP ERP.

On the **Cost Assignment** tab, the following **Profitability Segment** icon can appear:



If no profitability segment exists, click this icon to create one.

If a profitability segment exists, click this icon to edit it.

To open or add the profitability segment:

1. On the **Cost Assignment** tab, click the **Profitability Segment** icon  in the corresponding line.
2. In the **Profit Segment** dialog box, enter data.

3. To save the profitability segment, click **Save**.
To delete the profitability segment, click **Delete**.

Calculate

On the **Cost Assignment** tab, the **Calculate** button is available.

Calculating refers to the following values for the invoice, dependent on the **Auto-Calcul Tax** setting:

Auto-Calcul Tax selected

- **Tax Amount**
- **Net Amount**
- **Percentage**
- **Item Amount**
- **Balance**

Auto-Calcul Tax cleared

- **Net Amount**
- **Percentage**
- **Item Amount**
- **Balance**

If you change the value in the **Percentage** field, the value in the **Item Amount** field is deleted. Similarly, if you change the value in the **Item Amount** field, the value in the **Percentage** field is deleted.

7.10 Viewing and Uploading Attachments

On the **Attachments** tab, you can view attachments that have been uploaded to the respective invoice before, and you can upload attachments.

Existing attachments are displayed at the bottom of the tab showing the user name and the date of the upload.

To upload attachments:

1. Open the **Attachments** tab.
2. To enter a new attachment to the current invoice, click **Browse**, navigate to the attachment and click **Open**.
3. Enter a description of the new attachment in the **Add Description** field.
4. Click **Upload**.



Tip: You can delete attachments that you have uploaded.

7.11 Viewing the Invoice Image

On the **Invoice Approval** page, you can view the image of the current invoice. Click **View Invoice**.



Note: According to your settings in **Personalize**, the image might be displayed automatically when you open the invoice.

7.12 Processing Multiple Work Items

Using the inbox, you can perform the same action on multiple invoices at the same time.

To process multiple work items:

1. To mark more than one invoice, click **Enable Multi-Select**.
2. In the inbox, select the invoices that you want to perform the action on.
3. Click **Approve Selected**, **Reject Selected**, or **Other Actions** (if available).



Note: The system processes work items that have sufficient data for the selected action. For work items that require information for the selected action, the system shows respective error messages.

For more information, see [“Approving Invoices” on page 47](#) and [“Rejecting Invoices” on page 48](#).

7.13 Displaying Information on Processed Invoices

The history displays the invoices that you have processed. To open the history, click **History** in the navigation area on the left. The processed invoices are displayed in read-only mode. By default, 100 invoices are displayed.

Interface

The interface of the history uses the same pattern as the inbox, so you find information quickly. Entered comments are shown in a compact way in **Invoice History** on the **Basic Data** tab.

To search for invoices in the history:

1. To open the search dialog box, click the  icon next to **History** in the navigation area.
2. In the **Search** dialog box, enter criteria for your search.
3. To display additional criteria, click the **More Criteria** link.

Include Delegation

To display documents that you have processed on behalf of another user, select this check box.

Include archived document

To display documents that are archived, select this check box.

4. Click the **Search** button.

The search result is displayed as a list of invoices under **History**.

5. To return to the default view of the history with the latest 100 invoices, click **History** in the navigation area.

7.14 Personalizing Your Views of the Approval Portal

You can specify general personal settings of the Approval Portal, for example the language. To open the **Personalization** page, click the button with your login name (User menu) in the header, and then click **Personalize**.

Using the User menu, you can also specify settings for delegation (see *“Specifying Settings for Delegation” on page 55*), and you can sign out of the Approval Portal.



Notes

- If you perform changes, save them and refresh the browser, or sign out and sign in again to see the changes.
- To return to the **Invoice Approval** page without saving, click **Back**.

On the **Personalization** page, the following settings are available:

SAP System

Select which SAP ERP system you want to use as default system for the Approval Portal. If multiple logical systems can be selected, only the first logical system is considered. This will apply to the following settings:

- **Fields for Navigation Views**
- **Region and Language**

General Settings

Invoice Document

Specify options how the invoice image is displayed.

Pending Invoices

Select **Show Invoices with Pending Feedback** to display invoices that you have referred to another user in your inbox.

Email Notification

Select **Receive Email Notification when New Invoices Arrive** to receive an email notification for new incoming invoices.

Inbox

In **Fields for Navigation Views**, specify which fields are displayed in the inbox and the history: Drag fields to the wanted location in one of the columns. To change the sorting order of fields, move fields inside the column.

The **Available Fields** column lists all possible fields.

The **Current Fields** column lists the fields that are displayed in the inbox and the history.

Region and Language

In **Region and Language**, configure default values for language, date format, time zone, and decimal notation to be used throughout the Approval Portal.

7.15 Specifying Settings for Delegation

You might want to specify another user as permanent delegate for coding. You might also be on vacation for some time and need a delegate for this period. To maintain delegation settings, click the User menu in the header, and then click **Delegate**.

**Notes**

- If you perform changes, save them and refresh the browser, or sign out and sign in again to see the changes.
- To return to the **Invoice Approval** page without saving, click **Back**.

Default Coder

Select the **Default Coder** check box and enter the user that you want to act as a permanent delegate for coding. To search for the user, click .

The following restrictions apply:

- The default coder setting is provided for the requester role in the approval process. Requesters can use it to automatically reroute incoming invoices to the selected user if they do not want to perform coding.
- The user that is selected as default coder must have appropriate permissions.
- The default coder is considered only for new invoices that come in after you have applied the default coder setting.

Delegation

To add a delegate for a time of absence, click **Add Row**.

Select the **Assigned Delegate** check box and enter the user that you want to act as a temporary delegate. To search for the user, click the  button.

In **Valid From** and **Valid To**, enter the time frame of your absence.

To add a delegate for another time of absence, click **Add Row**.

To remove rows, click the **Remove** link.



Note: Be aware that the row is deleted without further warning when you click **Remove**, even if it contains content.

Chapter 8

Approving Invoices Using the Mobile Approval Portal

With the Mobile Approval Portal, you can use mobile devices like an iPad, an iPhone, an Android smartphone, or a Blackberry device for approval purposes.

8.1 Signing in to the Mobile Approval Portal

1. Ask your administrator for the link to the Mobile Approval Portal.
2. Enter the link in the browser on your mobile device.
3. With your first log in, if prompted, enter your user name and password.

8.2 Adding a Bookmark to the Home Screen

On mobile devices running on iOS, you can start the Mobile Approval Portal app directly by tapping a specific bookmark icon on the home screen of the mobile device.



Note: This functionality is only supported for devices running on iOS and using Safari browser.

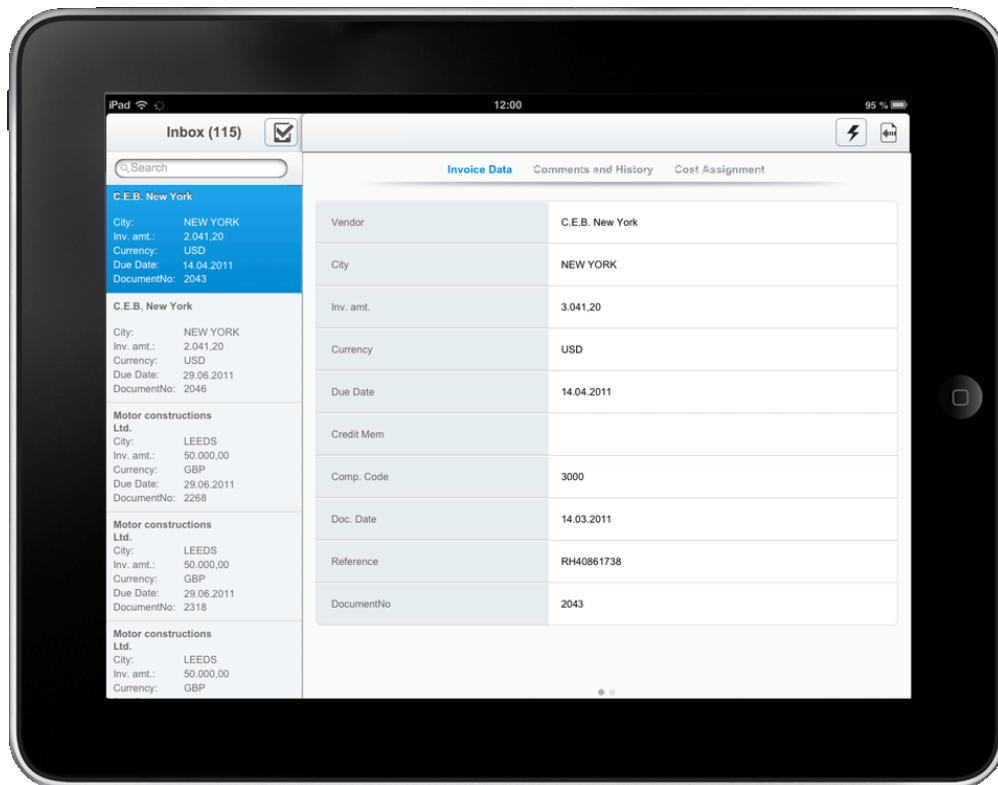
To add a bookmark icon  to the home screen of the mobile device, perform the following actions.

To add a bookmark to the home screen:

1. Open the link to start Mobile Approval Portal in the Safari browser.
2. In the menu bar of the browser, tap the **Link** icon.
3. Tap **to home-screen** - identified by the specific OpenText icon.
4. To set the bookmark to the home screen, tap the **Add** button.
If needed change the link title by overriding the default text.

8.3 Working with the Mobile Approval Portal Interface

Landscape In the landscape orientation, a split view shows the **Inbox** containing the list of invoices and the Details pane of the selected invoice in parallel.



Inbox

The **Inbox** lists all incoming invoices, showing the most important properties of an invoice. To find specific invoices, use the **Search** field.

In phone view, tap the **Search** icon , to open the **Search** field.

 **Note:** The search is a filter that restricts the items in the list according to the entered criteria.

To display more information about a specific invoice, tap the corresponding list item in the **Inbox**. This updates the corresponding Details pane.

You can approve multiple invoices using bulk approval. Tap **Edit**  to switch to the bulk approval mode. See [“Approving Multiple Invoices” on page 62.](#)

Invoices that have attachments are marked with a corresponding icon. You can access the attachments at the bottom of the **Invoice Data** tab.

The following invoice statuses can be displayed in the **Inbox**:

Pending

Invoice that you have referred to another user. This requires a corresponding setting in the **Personalization** page, **Show Invoices with Pending Feedback** check box, see *“Personalizing Your Views of the Approval Portal” on page 54*.

Referred

Invoice that has been referred to you. Your only possible action for this invoice is **Refer back**.

On Behalf

Invoice for which someone else set you as a delegate

Details pane

The Details pane comprises the following tabs:

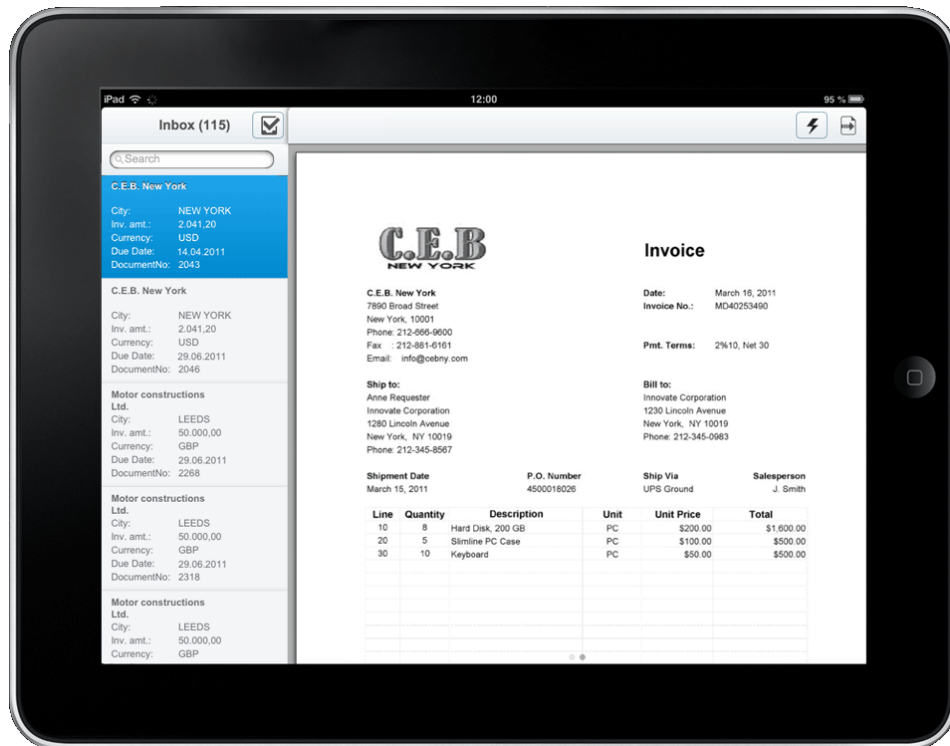
The **Invoice Data** tab shows the basic information of the selected invoice.

To display available comments and the actions that have been performed on this invoice before, tap the **Comments and History** tab.

To display line item information of the invoice, tap the **Cost Assignment** tab.

Image view (can be dragged in)

The Image view can be opened by tapping **Show Document**  in the navigation bar or by dragging the image in. It shows the scanned image of the original invoice.



Portrait In the portrait orientation, the Details pane of the last incoming invoice is displayed by default.

To display the **Inbox**, tap the **Inbox** icon . To hide the **Inbox**, tap anywhere on the screen.

To switch between invoices, tap the **Up** and **Down** buttons next to the **Inbox** button.

To display the scanned image of the original invoice, tap **Show Document**  next to the **Action** menu . To hide the image again, tap the **Hide Document** button at the same location.

**Figure 8-1: Mobile Approval Portal - phone view: Inbox**

8.4 Approving an Invoice

1. Navigate to the invoice you want to approve and open the Details pane.
2. Open the **Action** menu  in the navigation bar, then tap **Approve**.
3. In the **Confirm Approval** dialog box, enter a comment.



Note: Depending on the configuration, entering a comment might be required or optional.

4. Tap **Approve**.

Depending on the configuration, the approved invoice is forwarded to the next approval step if there is any, is posted, or is routed back to Accounts Payable for further processing.

8.5 Approving Multiple Invoices

1. Click the **Edit** icon  to the right of the **Inbox** label.
2. In the **Inbox**, tap the list items for the invoices that you want to approve.
This selects the check boxes of the invoices. The Details pane shows the selected invoices in an overview list.
3. At the bottom of the **Inbox**, tap **Approve**.
4. In the **Confirm Approval** dialog box, enter a comment.



Note: Depending on the configuration, entering a comment might be required or optional.

5. Tap **Approve**.

Depending on the configuration, the approved invoices are forwarded to the next approval step if there is any, are posted, or are routed back to Accounts Payable for further processing.

8.6 Approving Single Lines of an Invoice

You can approve single lines of an invoice. Your permission to approve a line depends on the cost center of the line. Other lines of the invoice with other cost centers will be approved during the approval process by another responsible person.

To approve single lines of an invoice:

1. Navigate to the invoice you want to approve and open the Details pane.
2. Tap **Cost Assignment**.

Phone view: Tap **Access Line Items** .

The line items that you can approve are highlighted and have a heading **Approve**.

3. Tap the **Action** icon , then tap **Approve**.
Phone view: Tap the **OK** button at the bottom.
4. In the **Confirm Approval** dialog box, enter a comment.



Note: Depending on the configuration, entering a comment might be required or optional.

5. Tap **Approve**.

Depending on the configuration, the approved invoice is forwarded to the next approval step if there is any, is posted, or is routed back to Accounts Payable for further processing.

8.7 Rejecting an Invoice

1. Navigate to the invoice you want to reject and open the Details pane.
2. Tap the **Action** icon , then tap **Reject**.
3. In the **Confirm Rejection** dialog box, enter a comment.



Note: Depending on the configuration, entering a comment might be required or optional.

4. Tap **Reject**.

Depending on the configuration, the invoice is sent back to the previous approver if there is any, or is routed back to Accounts Payable for further processing.

8.8 Referring an Invoice

You can refer the invoice to another user, to request more information.

To refer an invoice to another user:

1. Navigate to the invoice you want to refer and open the Details pane.
2. Tap the **Action** icon , then tap **Refer**.
3. Search the user to refer to by **Last Name/First Name**.
4. Enter a comment.



Note: Depending on the configuration, entering a comment might be required or optional.

5. Tap **Refer**

The invoice is routed to the selected user's inbox.



Note: You can continue working on invoices of this status. The invoices are displayed in your **Inbox** in Pending status, if configured in the **Personalization** page, **Show Invoices with Pending Feedback** check box; see *"Personalizing Your Views of the Approval Portal"* on page 54.

8.9 Forwarding an Invoice

You can forward an invoice to another user to take care of it.

To forward an invoice:

1. Navigate to the invoice you want to forward and open the Details pane.
2. Tap the **Action** icon , then tap **Forward**.
3. Search the user to forward to by **Last Name/First Name**.
4. Enter a comment.



Note: Depending on the configuration, entering a comment might be required or optional.

5. Tap **Forward**.

The invoice is routed to the selected user's inbox. The user to whom you forwarded has now full control of the invoice approval.

Chapter 9

Approving Invoices in the SAP GUI

Prerequisites

- You are assigned to one of the following roles:
 - Coder
 - Requestor
 - Approver
 - Accounts Payable
- The work item in the **Approve Invoice** folder of the SAP Business Workplace has the title Invoice *<document number>* is waiting for approval.

If the prerequisites apply, you have the option to perform coding, approving, and rejecting the invoice, depending on the configuration.

9.1 Approve Invoice Entry Screen

In the **Approve Invoice** entry screen, you can perform the following steps of the Invoice Approval process:

- “Entering Accounting Information” on page 66
- “Delegating the Information Entry” on page 67
- “Approving Single Lines of an Invoice” on page 68
- “Approving the Invoice” on page 69
- “Rejecting the Invoice” on page 69
- “Collaborating in the Approval Process” on page 70
- “Adding and Viewing Attachments” on page 71

To access the Approve Invoice entry screen:

1. Access the SAP Business Workplace.
Alternatively, you can use VIM Workplace. See “[Accessing Workflows](#)” on page 13.
2. From the **Grouped according to task** folder, select **Approve Invoice**.



Note: As the assigned user, you can choose a substitute, who receives your work items, for example, during your vacation. If the substitute reserves a work item or starts working on it, you cannot access this work

item any longer in your SAP Business Workplace, even though you are the assigned user.

3. In the right pane, double-click a document with the title Invoice <document number> is waiting for approval.

The **Approve Invoice** entry screen opens, displaying the selected document.

Approve Invoice 000000002312

View Invoice Image Unified Dashboard Display DP Add Attachment Display Attachments View Log View Service Re

OPEN TEXT Vendor Invoice Management™ for SAP® Solutions

Invoice Summary Additional Details

Vendor: Motor constructions Ltd.
 Invoice Amount: 50.000,00 Currency: GBP
 Invoice Date: 12.12.2011
 Tax Amount: 0,00 Tax Code: V0
 Net Amount: 50.000,00 Auto-Calcul Tax: ☒
 Expense Type: ST-Standard Credit Memo: ☐

Select VAT balance: 0,00 Balance: 0,00

Please Enter or Change G/L Account Information

ST..	G/L Acc	Cost Ctr	D/C Indic.	Item Amount	Percentage	T..	Tax Jur.	WBS Elem.	Order
	476900	2-1200	Debit	28.000,00	56,00	V0			
	476900	2-2100	Debit	10.000,00	20,00	V0			
	476900	2-1200	Debit	12.000,00	24,00	V0			
			Debit	0,00	0,00	V0			
			Debit	0,00	0,00	V0			

Time Zone: CET

Approver	Time Stamp	Logged Action	Comments Summary
REQUESTER1	30.10.2012 05:34:28	Financial Information Entered a	
WF-BATCH	30.10.2012 05:33:39	Invoice submitted for Approval	

Add Comments Refer Approve Reject Forward Return to Inbox

9.2 Entering Accounting Information

Prerequisites

- To enter accounting information, you must be assigned to perform coding.
- Consult your Accounts Payable department for details on the accounting information that you must enter.

If the profitability segment is enabled for the company code, you can access a corresponding dialog box.

To access the profitability segment:

1. In the **Approve Invoice** entry screen, in the **Please Enter or Change G/L Account Information** area, select a line item.

2. Click the  button.

The **Assignment to a Profitability Segment** dialog box opens.

3. If you are assigned to perform coding, enter data in the fields of the dialog box and click **Continue**.

The profitability segment data for the selected line item is saved into VIM.



Note: If you are not assigned to perform coding, the **Assignment to a Profitability Segment** dialog box opens read-only.

To enter accounting information:

1. In the **Approve Invoice** entry screen, click **I will enter accounting information**.



Note: You might want to display the accounting information directly without clicking **I will enter accounting information**. Your administrator can customize the system, so you see the accounting information fields immediately.

The customized configuration will also remove the **I want someone else to enter accounting information** button from the **Approve Invoice** screen.

2. In the **Please Enter or Change G/L Account Information** area, enter the required accounting information.



Tip: To save the work item and keep it in your inbox, click .

3. To continue the workflow, click **Approve**.

9.3 Delegating the Information Entry

To delegate the entry of accounting information:

1. In the **Approve Invoice** entry screen, click **I want someone else to enter accounting information**.
2. In the **Please Specify the Coder** field, enter the person that you want to enter accounting information.
To search for the person, click **Name Search**.
3. Click **Approve** to route the invoice to the selected coder's inbox.

9.4 Approving Single Lines of an Invoice

VIM provides the line item approval feature. You can code or approve single lines of an invoice. Your permission to approve a line depends on cost elements combinations defined in the approval configuration (COA). Other lines of the invoice with other cost elements combinations will be approved during the approval process by the responsible users.

Line item approval works according to the following process:

1. The first user in the process is the initial coder, who enters the coding details.
2. All coders approve their relevant line items.
3. The invoice moves to the requester level.



Note: If the coder equals to the requester: After the corresponding requester has coded and approved all lines, the invoice moves to the first approval level.

4. After all requesters approved their corresponding lines, the invoice moves to further approval levels.

In the **Please Enter or Change G/L Account Information** area, in the **Status** column, the lines can have one of the following icons:



You are permitted to approve this line at the current level.



This line has been approved or coded by another user at the current level.



This line is finally approved.

No icon

You are not permitted to approve this line at the current level.

To approve single lines of an invoice at coder level:

1. In the **Please Enter or Change G/L Account Information** area, perform the coding of the lines.
2. Click **Approve**.

If you are permitted to approve all lines ( icon), the **Approve Confirmation** screen opens. For details, see [Step 3 on page 69](#) to [Step 5 on page 69](#).

If you are not permitted to approve all lines, the system navigates to the **Forward Invoice** <Document no> screen, where you can search the next coder.

3. After choosing the next coder in the **Forward Invoice** <Document no> screen, click **Approve**.

The invoice moves to the next coder's inbox. For the next coder, the lines you have approved are now displayed with the  icon. Moreover, the approved lines are in read-only mode.

For requester and approval level, the lines in the **Please Enter or Change G/L Account Information** area are in read-only mode.

To approve single lines of an invoice at requester and approval level:

1. Check if there is at least one  icon for a line in the **Status** column.
2. Click **Approve**.
In the **Approve Confirmation** screen, the next proposed approver is displayed.
3. Optional Override the approver manually.
4. Optional Enter a comment.
5. Click **Continue**.

The invoice moves to the inbox of the next user in the approval process.

9.5 Approving the Invoice



Note: VIM can be configured to send out an email whenever there is a new invoice waiting for approval.

To approve the invoice:

1. In the **Approve Invoice** entry screen, click **Approve**.
2. In the **Approve Confirmation** screen, enter comments, if necessary.
3. Click **Continue** to approve the invoice and return to SAP Business Workplace.
Depending on the configuration, the approved invoice is either forwarded to the next approval step if there is any, or it is posted or routed back to Accounts Payable for further processing.

9.6 Rejecting the Invoice

To reject the invoice:

1. In the **Approve Invoice** entry screen, click **Reject**.
2. In the **Rejection Confirmation** screen, enter a reason for the rejection, and click **Continue** to reject the invoice.
3. Select a rejection reason, if you are prompted to do so.
Depending on the configuration, the invoice is sent back to the previous approver if there is any, or it is routed back to Accounts Payable for further processing.

9.7 Collaborating in the Approval Process

As an approver or coder, you can refer the invoice to another user, for example to request more information. You can also forward the invoice to another user to take care of it.

To refer an invoice for more information:

1. In the **Approve Invoice** entry screen, click **Refer**.



Note: You can refer the invoice to only one person at a time.

2. Enter the **Referee ID** directly or click **Name Search** to search for it.
3. To transfer the approval work item from your inbox to your **Resubmission** folder, select the **Wait for Referee feedback** check box. The work item will remain in the **Resubmission** folder until the referee refers the invoice back to you.

Alternatively, you can end the resubmission of the work item manually. If you approve or reject the invoice before the referee sends feedback, the work item in the referee's inbox will be automatically terminated.

4. Click **Continue**.

If the "Refer" action is successful, you are taken to the SAP Business Workplace.

In case of any errors, a message is displayed.

To provide additional information as the referee

When an approver or coder refers the invoice for information to you as the referee, it is displayed as a work item in your SAP inbox. You can then provide the required information as an attachment or comment. However, you do not have the authorization to change or add coding lines or to approve or reject the invoice.

Forward button

The **Forward** button is available in all approval screens for all types of users: coders, requesters, and approvers. For coders and requesters, accessing the user list (using **Name Search**) will display all remaining coders or requesters.

For approvers, accessing the user list (using **Name Search**) will display all remaining approvers from the same level.

To forward an invoice:

1. In the **Approve Invoice** entry screen, click **Forward**.
2. In the **Forward Invoice <Document no>** screen, enter the **User ID** to forward to. Alternatively, to search a person, click **Name Search**.
3. In the **Search User** dialog box, click  to display all available users.
4. Double-click a user in the list.

The user is included in the **Forward Invoice <Document no>** screen, in the **Forward to** area.

5.  Enter a comment.

6. Click **Forward**.

The invoice is forwarded to the selected user.

9.8 Adding and Viewing Attachments

You can add attachments to the invoice from the **Approve Invoice** entry screen. You can also see attachments added by other users from the **Approve Invoice** entry screen.



Important

You can only add attachments that have been archived using SAP ArchiveLink®.

The following buttons on the approval screen provide this functionality:

Add Attachment

Click this button to add new attachments to the invoice from your desktop.

Display Attachments

Click this button to view all attachments to the invoice.

9.9 Displaying Processed Invoices

You can display an overview of the invoices that you have processed. A list of the processed invoices is displayed in a table. To access the selection screen for this table, run the `/n/ORS/PROCBYME` transaction.

To display the **Invoice Processed By <Username>** table, enter search criteria, and click  in the application toolbar.

Chapter 10

Working with SAP Shared Service Framework Integration

As part of Business Suite 2010, SAP delivers SAP Shared Service Framework (SSF). SSF contains a rich set of tools to improve and automate Shared Service Center operations.

SSF is based on SAP Customer Relationship Management (SAP CRM), specifically on the Interaction Center. In case of the VIM integration, this is the Accounting Interaction Center (AIC). The Interaction Center is part of SSF. SAP CRM provides software for ticket systems, for example in the Accounts Payable department.

SSF integrates the leading SAP CRM system with the backend ERP systems, for example VIM. Shared Service Center agents work entirely in their AIC, with access to the backend ERP systems that they are responsible for. The AIC provides the means to support communication with employees, suppliers and clients.

VIM can be integrated with SSF. The VIM integration provides the feature to display VIM Analytics (VAN) inside the CRM interaction:

- to display all invoices to a selected vendor and
- to add links to VIM invoices from a SAP CRM Service Request.

In both cases, still the old VAN is displayed instead of the new VAN.

VIM leverages the SSF and provides integration scenarios with the AIC. See the following examples:



Example 10-1: SSF integration examples

- The integration allows searching and finding invoices in VIM from AIC.
- VIM users in the ERP backend system can open service requests from VIM work items and exceptions.
- Specific exceptions can be configured to automatically create a service request in SAP CRM or AIC.



Among others, the benefits of the SSF integration are the following:

- automation in the Shared Services environment
- cost reduction
- enhanced efficiency

- reduction of operational risk

10.1 SSF Integration Scenarios

VIM supports the following scenarios for the SSF integration:

- Manual creation of Service Request (SR)
- Automated creation of SR (VIM Exception)
- Provide content: Feeding vendor fact sheet

Definitions

Service Request (SR)

An SR is an object on SSF (SAP CRM based) that is the core of all interactions for any users on SAP CRM side. An SR provides a form with history and a number of Fact Sheets.

Fact Sheet

A Fact Sheet is like a report that provides the SSF user a snapshot of information related to some entities (Vendor in case of VIM).

An SR is the basis for integration between VIM and SSF. DP documents will be linked to SRs.

Trusted communication between SAP CRM and VIM systems enables seamless user experience, that means you do not have to log on each time when switching between systems.

As an SSF user, you need to have user IDs in all VIM systems. The SSF integration provides access to the VIM system using web browser. All interactions by SSF users happen in the web browser.

All transactions that are launched from SSF into VIM provide search and read-only views. There is no access to transactions to create or change VIM objects or manipulate the VIM workflow.

10.2 Displaying a Service Request

You can display existing Service Requests, using the **View Service Requests** button in all VIM dashboards and in VIM Analytics.

To display Service Requests:

1. In any VIM Dashboard, click the **View Service Requests** button in the application toolbar.



Note: You can display SRs also from VIM Analytics by marking a document and clicking the **View Service Requests** button in the ALV grid control. However, you cannot create a new SR from VIM Analytics.

The **View Service Requests** dialog box opens.



Note: If no SRs exist for the document, the **Manager Service Requests** dialog box opens, asking if you want to create a new SR.

2. In the **View Service Requests** dialog box, click the link in the **CRM Service Request** column.
3. Enter user name and password, if you are asked to do so.
A browser window opens, asking for your business role.
4. Click the appropriate business role link.

The SR is opened in the **CRM Interaction Center** browser window.

10.3 Creating a Service Request Manually

You can manually create Service Requests from all VIM dashboards, using the **Create Service Request** button.

To create a Service Request manually:

1. In any VIM Dashboard, click the **Create Service Request** button in the application toolbar.

SR exists for the invoice

The **View Service Requests** dialog box opens. Click **Create New**.

No SR exists for the invoice

The **Manager Service Requests** dialog box opens. Click **Yes**.

2. Enter user name and password, if you are asked to do so.
A browser window opens, asking for your business role.
3. Click the appropriate business role link.

The **SAP CRM** browser window opens showing the **AIC Service Request: New** screen.

4. In the **Account** field under **Basic Data**, enter the account.
The value in **Financial Organization** is prepopulated. If it is not, contact your SAP CRM administrator.
5. Click **Save**.

10.4 Displaying VIM Invoices in a Service Request

From inside an SR, you can display VIM invoices that are linked to the SR.

To display VIM invoices in an SR:

1. In an SR, click the **Business Context** link.

2. In the **Business Context** area, click the **ID** link of the **OpenText DP document**.



Note: To remove the link to the document, click **Edit** and **Unlink** in the **Actions** column.

The VIM invoice is displayed inside the **CRM Interaction Center** window.

10.5 Linking VIM Invoices to a Service Request

Inside an SR, you can add links to VIM invoices, using VIM Analytics.

To link VIM invoices to a Service Request:

1. Open the SR.
2. In the **Navigation**, click **VIM Analytics SRQ**.

VIM Analytics is displayed inside the **CRM Interaction Center** window.

VIM Analytics SRQ

VIM Analytics: DOCView(All,PO + NPO + DP) ©Open Text

Back Cancel Refresh Workflow View Group Freq. & Stat. Sync Sync Info.

OPEN TEXT Vendor Invoice Management™ for SAP® Solutions

Image Link to SR View Service Requests Dashboard

Document View with PO + NPO + DP Documents for All Items

Document Id	Co.	Document	Year	Document Status	Exception Reason	Type	DP Doc Typ	CreditMemo	Reference	Vend
807					Suspected Duplicate (NPO)		NPO_INV_US		RO-LIH-51	3
171				Rejected by Approver	Approval Required (NPO)		NPO_INV_US		RO-DP-17	3
172					Approval Required (NPO)		NPO_INV_US		RO-DP-19	3
160				Indexed	Vendor Address Mismatch(NPO)		NPO_INV_US		RO-DP-3	3
166					Invalid Vendor VAT Number (NPO)		NPO_INV_US		RO-DP-18	3
188					Missing Mandatory Information(NPO)		NPO_INV_US		RO-DP-32	3
189					Missing Mandatory Information(NPO)		NPO_INV_US		RO-DP-33	3
190					Missing Mandatory Information(NPO)		NPO_INV_US		RO-DP-34	3
191					Missing Mandatory Information(NPO)		NPO_INV_US		RO-DP-35	3
225					Invalid Company address(PO)		PO_INV_US		RO-PO1	3
425					Invalid Tax Info(NPO)		NPO_INV_US		CN-DP-OTE-7	3
426					Invalid Tax Info(NPO)		NPO_INV_US		CN-DP-OTE-8	3

3. Mark the invoices that you want to link to the SR.



Note: Only DP invoices are supported. Invoices must have a **Document ID**.

4. Click **Link to SR**.

Links to the documents are added to the SR and displayed in the **Business Context** area.

10.6 Feeding the Vendor Factsheet

The **CRM Interaction Center** provides the **Account Fact Sheet** that displays information about a specific account. In case of the VIM SSF integration, the account is the vendor.

To feed the vendor factsheet:

1. Open the **CRM Interaction Center**.
2. In the navigation panel, click **Account Identification**.

The screenshot shows the 'Identify Account' window with the 'Account' tab selected. The form includes the following fields and controls:

- Account Role:** Dropdown menu set to 'Sold-To Party'.
- Account:** Text input field.
- Account ID:** Text input field.
- Relationship:** Dropdown menu set to 'Has Contact Person'.
- Related Partner Role:** Dropdown menu.
- First Name/Last Name:** Text input field.
- Company Code:** Text input field.
- Mapped LogSys:** Dropdown menu.
- Street/House Number:** Text input field.
- City:** Text input field.
- Postal Code:** Text input field.
- Country:** Text input field.
- Telephone:** Text input field.
- E-Mail Address:** Text input field.
- Transaction ID:** Text input field.
- Fax:** Text input field.
- Buttons:** 'Search Account', 'Reset', and 'Clear' at the bottom left.

3. Enter search criteria for the vendor in the **Account ID** field and click **Search Account**.
4. In the **Details** screen, click **Confirm** to confirm the vendor that is shown in the **Account** field.
5. In the navigation panel, click **Account Fact Sheet**.

The **Account Fact Sheet** contains the **OpenText Vendor Factsheet** area with information about VIM invoices of a specific vendor.

Service Org / Devon 19333:Account Fact Sheet 2					Generic History View				
Installed Base					Service Ticket History				
Installed Base	Component	Identification	Description		Due Date	Description	Employee Respon...	Priority	Status
No result found					02/23/11 06:10:00	No Text Available		Medium	Open
					02/23/11 05:33:00	No Text Available		Medium	Open
					02/22/11 04:06:00	No Text Available		Medium	Open
					02/21/11 06:35:00	No Text Available		Medium	Open
					02/21/11 06:24:00	No Text Available		Medium	Open
					02/21/11 06:10:00	No Text Available		Medium	Open
					◀ Back 1 2 3 4 5 Forward ▶				
Sales Order History					Service Order History				
Due Date	Description	Employee Respon...	Priority	Status	Due Date	Description	Employee Respon...	Priority	Status
02/23/11 06:10:00	No Text Available		Medium	Open	02/23/11 06:10:00	No Text Available		Medium	Open
02/23/11 05:33:00	No Text Available		Medium	Open	02/23/11 05:33:00	No Text Available		Medium	Open
02/22/11 04:06:00	No Text Available		Medium	Open	02/22/11 04:06:00	No Text Available		Medium	Open
02/21/11 06:35:00	No Text Available		Medium	Open	02/21/11 06:35:00	No Text Available		Medium	Open
02/21/11 06:24:00	No Text Available		Medium	Open	02/21/11 06:24:00	No Text Available		Medium	Open
02/21/11 06:10:00	No Text Available		Medium	Open	02/21/11 06:10:00	No Text Available		Medium	Open
					◀ Back 1 2 3 4 5 Forward ▶				
OpenText Vendor Factsheet									
Logical s...	Compan...	Currency	No. of Cr...	Total C...	No. of In...	Total Inv...			
D94CL...	1000	EUR		0,00	7	4.448,85			

10.7 Displaying Invoices of a Specific Vendor

The SSF integration enables you to display the invoices of a specific vendor inside the **CRM Interaction Center**, using VIM Analytics.

To display invoices of a specific vendor:

1. Open the **CRM Interaction Center**.
2. In the navigation panel, click **Account Identification**.

Identify Account		Back	
<div> Details Account Employee Customer Invoice Vendor Invoice </div>			
Account Role:	Sold-To Party	Street/House Number:	
Account:		City:	
Account ID:		Postal Code:	
Relationship:	Has Contact Person	Country:	
Related Partner Role:		Telephone:	
First Name/Last Name:		E-Mail Address:	
Company Code:		Transaction ID:	
Mapped LogSys:		Fax:	
<input type="button" value="Search Account"/> <input type="button" value="Reset"/> <input type="button" value="Clear"/>			

3. Enter search criteria for the vendor in the **Account ID** field and click **Search Account**.
4. In the **Details** screen, click **Confirm** to confirm the vendor that is shown in the **Account** field.
5. In the navigation panel, click **VIM Analytics Account Id**.

The VIM Analytics selection screen is displayed inside the **CRM Interaction Center**. The **Vendor** field is filled with the vendor that you have entered. For further information about VIM Analytics, see *“VIM Analytics: Getting Data Reports”* on page 91.

Account Identification		VIM Analytics ©Open Text Corp. All rights reserved.			
Account Fact Sheet	<input type="button" value="Save As Variant..."/> <input type="button" value="Back"/> <input type="button" value="Cancel"/> <input type="button" value="Execute"/> <input type="button" value="Select More Fields"/>				
Account Overview	Company Code	<input type="text"/>	to	<input type="text"/>	<input type="button" value="↔"/>
VIM Analytics Account Id	Document Number	<input type="text"/>	to	<input type="text"/>	<input type="button" value="↔"/>
VIM Analytics SRQ	Fiscal Year	<input type="text"/>	to	<input type="text"/>	<input type="button" value="↔"/>
Vendor Fact Sheet	Line Item	<input type="text"/>	to	<input type="text"/>	<input type="button" value="↔"/>
Interaction Record	SAP Document Type	<input type="text"/>	to	<input type="text"/>	<input type="button" value="↔"/>
Interaction History	Posting Date	<input type="text"/>	to	<input type="text"/>	<input type="button" value="↔"/>
Fax	Document Date	<input type="text"/>	to	<input type="text"/>	<input type="button" value="↔"/>
Unfinished E-Mails	Document Processing Data				
Letter	Document Processing Number	<input type="text"/>	to	<input type="text"/>	<input type="button" value="↔"/>
Service Tickets	DP Document Type	<input type="text"/>	to	<input type="text"/>	<input type="button" value="↔"/>
Service Request	Status				
Problem	Document Status	<input type="text"/>	to	<input type="text"/>	<input type="button" value="↔"/>
Knowledge Article Search...	Workitem Status	<input type="text"/>	to	<input type="text"/>	<input type="button" value="↔"/>
Knowledge Search	Vendor Information				
Document Search	Reference	<input type="text"/>	to	<input type="text"/>	<input type="button" value="↔"/>
Campaigns	Vendor	1000	to	<input type="text"/>	<input type="button" value="↔"/>
Call Lists	Purchasing Document	<input type="text"/>	to	<input type="text"/>	<input type="button" value="↔"/>
E-Mail	Purchase Order Line	<input type="text"/>	to	<input type="text"/>	<input type="button" value="↔"/>
Chat	Purchasing Group	<input type="text"/>	to	<input type="text"/>	<input type="button" value="↔"/>
Script	Plant	<input type="text"/>	to	<input type="text"/>	<input type="button" value="↔"/>
Contact Attached Data	Exception				
Wrap-Up List	Exception Date	<input type="text"/>	to	<input type="text"/>	<input type="button" value="↔"/>
	Block Reason	<input type="text"/>	to	<input type="text"/>	<input type="button" value="↔"/>



Note: You can refine the search by entering further selection criteria. If you do not enter further selection criteria, the search will result in all invoices of the vendor.

- Click **Execute**.

The VIM Analytics search result is displayed inside the **CRM Interaction Center**.

VIM Analytics: DOCView(All,PO + NPO + DP) ©Open Text

Back Cancel Refresh Workflow View Group Freq. & Stat. Sync Sync Info.

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Image Dashboard

Document View with PO + NPO + DP Documents for All Items

Doc. Id	Co.	Document	Year	Document Status	Exception Reason	Type	DP Doc Typ	CreditMemo	Reference	Vendor
5000	8		2009	Awaiting Approval	Approval Required	KR				1000
	5				Approval Required	KR				1000
1000	19000002681		2006		Approval Required	KR			CN-DP-OTE-1	1000
	19000002680			Parked	Vendor Maintenance	KR			CN-DP-OTE-1	1000
	19000002679			Awaiting Approval	Approval Required	KR				1000
527	19000000002		2009	Posted		KR	NPO_INV_DE		NPO APPROV	1000
	19000000001		2010	Error starting the Parking workflow	Approval Required	KR				1000
			2009	Awaiting Approval	Approval Required	KR				1000
206				Suspected Duplicate	Suspected Duplicate (NPO)		NPO_INV_DE		RO-DP-48	1000
203				Indexed	Invalid Vendor VAT Number (NPC)		NPO_INV_DE		RO-DP-47	1000
204					Invalid Vendor VAT Number (NPC)		NPO_INV_DE		RO-DP-47	1000
205					Invalid Vendor VAT Number (NPC)		NPO_INV_DE		RO-DP-48	1000
207					Invalid Company address(NPO)		NPO_INV_DE		RO-DP-49	1000
208					Invalid Company address(NPO)		NPO_INV_DE		RO-DP-50	1000
209					Invalid Company address(NPO)		NPO_INV_DE		RO-DP-51	1000

The following actions are available:

Image

To display the scanned image of the original invoice, select a line and click **Image**.

Dashboard

To open the OpenText Unified Dashboard, select a line and click **Dashboard**.

Chapter 11

Working with SAP Supplier Relationship Management Integration

SAP Supplier Relationship Management (SAP SRM) automates, simplifies, and accelerates procure-to-pay processes for goods and services. For details on SAP SRM, see <http://www.sap.com/solutions/business-suite/srm/index.epx>.

VIM supports the following scenarios for SAP SRM related purchase order invoices:

- Missing goods receipt (GR) for SAP SRM related purchase orders
- Quantity discrepancy in invoice for SAP SRM related purchase orders which requires confirmation in the SAP SRM system
- Price discrepancy in invoice for SAP SRM related purchase orders which requires changes in the purchase order located in the SAP SRM system

11.1 Emails from the SAP SRM Integration

In certain cases in the SAP SRM scenario, the system sends emails to the SAP SRM requester.

Email for missing Goods Receipt or Quantity Discrepancy

During processing of invoices based on SAP SRM related purchase orders, the Goods Receipt confirmation might be missing. In this case, an email is sent to the SAP SRM requester email address.

The email comprises purchase order line information and a link to the SAP SRM portal.

Enter the good receipt confirmation in the SAP SRM system.

Email for Price Discrepancy

In the SAP SRM scenario type “Extended Classic”, an SAP SRM related purchase order invoice might be blocked due to price discrepancy. In this case, an email is sent to the SAP SRM requester email address, requesting to correct the purchase order price.

The email comprises details about the purchase order and a link to the SAP SRM portal.

If the purchase order must be corrected, correct it.

11.2 Handling SAP SRM Related Work Items in the DP Dashboard

After the maximum number of retries is reached or time is elapsed, the work item is routed to the AP Processor, based on the configuration. You, as the AP Processor, can send an email to the SAP SRM user again.

After the Goods Receipt is posted, you, as the AP Processor, can rerun business rules to determine the new process type (post the invoice).

To send an email from the DP dashboard:

1. Access the SAP SRM related work item in the DP dashboard. See “[Accessing Workflows](#)” on page 13.

Process PO Invoices -UK 000000000556

Comments Image Obsolete Rescan Help Bypass/Simulate Business Rules

Document Data

Document Id	556	Doc. Type	PO_INV_UK	Indexed On	30.09.2009	Changed On	30.09.2009
Document Status	Indexed	Index User	REQUESTER1	Changed By	WF-BATCH		
Process Type	Confirmation required from SRM			SAP Object			
Archive Id	V6	Document Type	/OPT/ICC	Doc. ID	DEA8C8FB157A04F1B58E005056330269		
Archived On	00:00:00		Archived By	REQUESTER1			

Process Options for PO AP Processor - Document Processing

Option Short Text	Description	Receiving Actor
Change Doc Type	Change Doc Type	
Post PO Invoice	Post PO Invoice	
Run Business Rules	Re-apply Business Rules	
Refer for Info	Refer for Information	INFO_PROVIDER
Refer	Refer to PO Invoice AP Processor	PO_AP_PROC
Refer	Refer to PO Invoice Buyer	PO_BUYER
Send email External	Send email to SRM user	

Process Log

Comm	Activity	Document Status	Actual Role	Actual Agent	Start Date	Start Time	End Date	End Time	P
	Business Rules Check in BG	✓ Indexed	PO_AP_PROC	WF-BATCH	30.09.2009	07:52:21	30.09.2009	07:52:21	C
	Send email to SRM user	✓	PO_AP_PROC	WF-BATCH	30.09.2009	07:50:37	30.09.2009	07:52:21	C
	Workflow Start	✓ Indexed	REQUESTER1		30.09.2009	07:50:33	30.09.2009	07:50:37	C

2. To display comments, click the icon in the **Process Log** panel, as highlighted in the screenshot.
3. In the **Process Options** panel of the DP dashboard, click **Send email External**.
4. In the **Confirm Action Selection** dialog box, click **Yes** to continue.
5. In the **Email Notification** screen, modify the content according to your needs. Click **Send** to continue.
6. In the **Confirm Action Completion** dialog box, click **Yes** to continue.

The **Process Log** panel of the DP dashboard is updated.

To complete the DP workitem:

After the Goods Receipt confirmation is completed, you, as the AP Processor, can run business rules again to determine the new process type / post the invoice.

- In the **Process Options** panel of the DP dashboard, click **Run Business Rules**.

11.3 Handling SAP SRM Related Work Items in the VIM Dashboard

If an SAP SRM related purchase order invoice is blocked for quantity discrepancy or price discrepancy, an email is sent to the SAP SRM requestor and the workflow is set to wait status. After the work item is out of wait mode for a preset time, the work item will be sent to the AP Processor, based on the configuration.

As the AP Processor, you can view comments and send an email just like in the DP dashboard. For more details, see [“Handling SAP SRM Related Work Items in the DP Dashboard” on page 84](#) and the following screenshot.

Dashboard 5105608869 2006 LIV - Quantity Discrepancy

OPENTEXT | Vendor Invoice Management™ for SAP® Solutions

Blocked Document Info

Orig. Inv	PO History	Purchase Order	Goods Receipt	SAP Invoice
Doc/Item	4500017270/00030		5000012041/0003	5105608869/003
Quantity		10 PC	10 PC	10 PC
Price /		1,00 GBP	1,00 GBP	1,00 GBP
Amount		10,00 GBP	10,00 GBP	10,00 GBP

Process Options For A/P Processor

Option	Description	Receiving Actor
Cancel and Re-enter	Cancel and Re-enter as PO Invoice	AP_PROCESSOR
Cancel and Re-enter	Cancel and Re-enter as NPO Invoice	AP_PROCESSOR
Send Email to Ext Sy	Send Email to SRM System	AP_PROCESSOR
Refer	Refer to Info Provider	INFO_PROVIDER
Refer	Refer to PO Invoice AP Processor	AP_PROCESSOR
Refer	Refer to PO Invoice Buyer	BUYER
Refer	Refer to PO Invoice Receiver	RECEIVER
Refer	Refer to PO Invoice Requisitioner	REQUISITIONER

Process History

Comm	Option	Status	Role	Actual Age	Workitem I	Start Date	Start Time	End date	End Time
	Email has been sent to SRM user	✓	WF-BATCH	865357	30.09.2009	07:23:31	30.09.2009	07:23:31	
	LIV - Quantity Discrepancy	✓	WF-BATCH	865357	30.09.2009	07:23:31	30.09.2009	07:23:31	

After the block is resolved and the scheduled clean up jobs run, the work item disappears from the inbox.

Chapter 12

KPI Dashboard: Showing VIM Data in Graphical Charts

The “Key Performance Indicator” Dashboard (KPI Dashboard) is a tool for managers showing VIM related process data at a glance in graphical charts.

KPI KPIs are used for performance management. Organizations use KPIs to measure their overall success or the success of a particular activity. For the KPI Dashboard, the following KPIs have been implemented with several filters:

- Number of processed invoices
- Amount of processed invoices
- Number of occurrences of exception classes
- Exception free rate
- Number of invoices processed with delay
- Number of invoices approved with delay

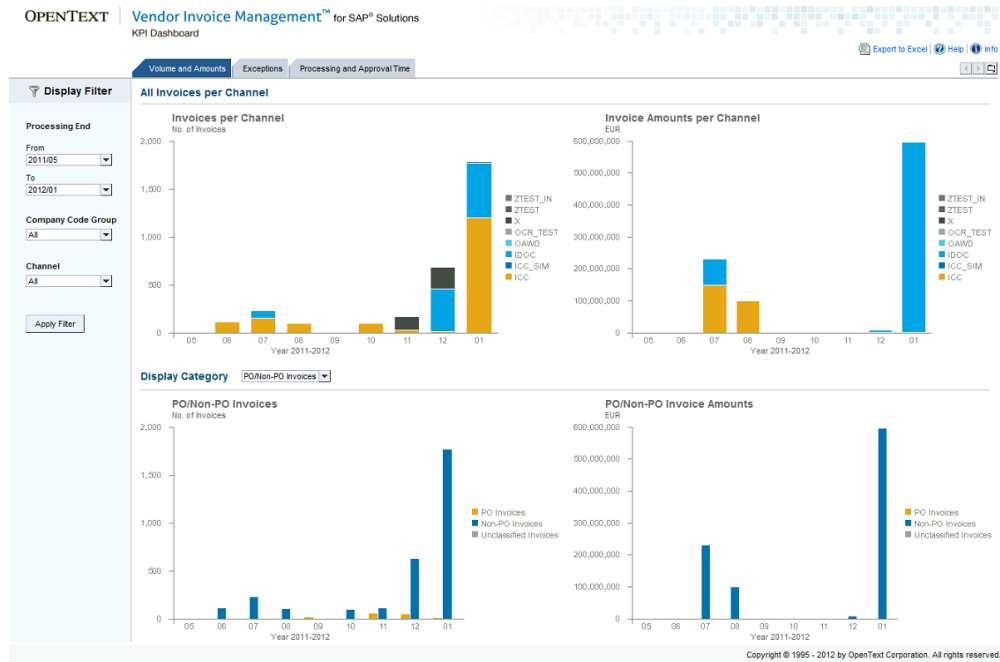
You can view the KPI Dashboard with Internet Explorer 7.0 (or higher).

To access the KPI Dashboard, you must have an SAP user on the central reporting SAP ERP system with special rights. As a system default setting, an authority check is activated. That means you can only see company code data that you are authorized to access.

You sign in to the KPI Dashboard using a URL. Ask your administrator for details. When you call the URL, a dialog box opens. Enter your SAP login and password.

Viewing Data in Graphical Charts

To provide a better overview, the KPI Dashboard user interface groups data thematically and displays data on 3 different graphic screens. Each screen shows 4 straightforward graphics.



Display Filter

The **Display Filter** is located on the very left of the screen and stays the same for all 3 graphic screens. The **Display Filter** covers filter related selection criteria like processing end, company code group, and input channel. To see the available values, open the respective drop-down list.

Display Category

On the bottom half of the actual screens, you can change the **Display Category**. The following categories are available:

- PO/Non-PO Invoices
- Amount Classes (customer specific)
- Vendor Groups (customer specific)

Screen - KPI Group Volume and Amounts

The top half of the screen shows the number and amount of invoices processed and aggregated by the input channels like ICC, EDI, or other.

The bottom half of the screen shows the category, which by default is “purchase order based”, “non purchase order based”, or “unclassified”. It can be either switched to amount class category or to vendor group category.

Screen - KPI Group Exceptions

The **Exceptions** screen bases on a customer specific mapping of VIM exceptions to KPI exception classes.

The top half of the screen shows the following:

- number of occurrences of exception classes

-
- percentage of invoices that belong to an exception class that contains customer specific “allowed exceptions” and that are therefore considered to be exception free

The bottom half of the screen shows the categorized data for the most important exception class (Exception Class 1).

Screen - KPI Group Processing and Approval Time

The top half of the screen shows the number of invoices processed or approved in a certain customer specific time frame (“on time”, “almost on time”, or “delayed”).

The bottom half of the screen shows the categorized data for delayed invoices.

Export to Excel

You can export the KPI Dashboard data selected by filters to an Excel sheet by clicking this link.

A program like Microsoft Excel must be installed for viewing the file. If the default download dialog for the Excel file does not open, enable the browser’s internet security setting **File Download**.

Chapter 13

Using VIM Reporting

VIM provides the following reporting components:

- VIM Analytics
- VIM Analytics Current Liability Report
- Central Reporting, comprising the following reports:
 - Summary Report
 - Central Audit Report
 - Key Process Analytics Report
 - Exception Analysis Report
 - Productivity Report
 - Aging Report

13.1 VIM Analytics: Getting Data Reports

VIM Analytics provides you with a clear data report on your documents with exceptions as well as the Invoice Exception workflows. It allows you to track the documents routed through SAP workflows by VIM or even without any VIM process.

You can use VIM Analytics to check the current document status of a particular invoice. You can also check the current workflow status, current agent, and exception reason of a particular invoice.

VIM Analytics presents the data report results in the SAP List Viewer (ALV). ALV is used in the result list and in the detail pane, **Processes**, **Line Items** and **History** tab.

To start VIM Analytics, run the /OPT/VIM_VA2 transaction.

Alternatively, navigate to **OpenText Vendor Invoice Management > SAP menu > Reports > /OPT/VIM_VA2 - VIM Analytics**

VIM Analytics has been completely reworked for VIM 7.5. For more information, also about the new features, see section 3 “VIM Analytics: Getting Data Reports” in *OpenText Vendor Invoice Management for SAP Solutions - Reference Guide (VIM-RGD)*.

13.2 Using the VIM Analytics Current Liability Report

The VIM Analytics Current Liability Report is part of VIM Analytics. It offers you a clear data report on documents that are parked in the system. The purpose of the Current Liability Report is to provide the Accounts Payable department with accurate information about the current liabilities at any point in time.

As a primary use, the Current Liability Report helps the Accounts Payable department to do the accruals at month or period end. The Current Liability Report provides you with various views of the data, enabling you to analyze the liability information from various forms. The various views address the different accrual procedures used by various companies.

The Current Liability Report considers parked invoice documents and optionally credit memos that are in parked status. It also considers DP documents that were created but have not been processed as SAP documents. Both PO invoices and Non PO invoices are supported. There are various controls within the report, allowing you to calculate sub totals, or to download to Excel.

You can restrict the output to lines that are within a certain amount range. This is useful if your company's internal policy is to ignore all lines that are below a certain money limit.

To start the Current Liability Report, run the `/n/OPT/VAN_LIABILITY` transaction.

Alternatively, navigate to **OpenText Vendor Invoice Management > SAP menu > Reports > /OPT/VAN_LIABILITY - Current Liability Report**.

For more information, see section 4 "Using the VIM Analytics Current Liability Report" in *OpenText Vendor Invoice Management for SAP Solutions - Reference Guide (VIM-RGD)*.

13.3 Using the Summary Report

The Summary Report provides a summary of all documents processed through VIM. In a multiple backend system, the Summary Report runs in the central system. The Summary Report lists documents from all systems, central and satellite.

To start the Summary Report, run the `/n/OPT/VIM_SUMM` transaction.

Alternatively, navigate to **OpenText Vendor Invoice Management > SAP menu > Reports > Central Reporting > Summary Report**.

For more information, see section 7 "Using the Summary Report" in *OpenText Vendor Invoice Management for SAP Solutions - Reference Guide (VIM-RGD)*.

13.4 Using the Central Audit Report

The Central Audit Report is a slimmed VIM Analytics (VAN). The main difference to VAN is that the Central Audit Report serves as a single point of access in a multiple backend scenario. Therefore, you must run the Central Audit Report in the central system. The Central Audit Report lists documents from all systems, central and satellite. By 2 clicks in the Central Audit Report's report screen, you can directly access VAN on the respective satellite system. You do not have to log on to the satellite system, when using trusted RFC connections.



Note: Ask your administrator whether trusted RFC connections are used. The administrator can configure RFC connections, using the System Landscape Directory (SLD).

To start the Central Audit Report, run the `/n/OPT/VIM_AUDIT` transaction.

Alternatively, navigate to **OpenText Vendor Invoice Management > SAP menu > Reports > Central Reporting > Audit Report**.

For more information, see section 8 “Using the Central Audit Report” in *OpenText Vendor Invoice Management for SAP Solutions - Reference Guide (VIM-RGD)*.

13.5 Using the Key Process Analytics Report

The Key Process Analytics Report reports about a variety of key figures regarding the VIM process: It shows the accumulated amounts of all documents in the DP workflow, in parked state and in posted state.

The report panels of the Key Process Analytics Report highlight the following aspects:

- Total Liability
- Processed / In Process Documents
- Channel Analysis
- First Pass
- Top Exceptions by Count
- Top Vendors by Amount

To start the Key Process Analytics Report, run the `/n/OPT/VIM_KPA1` transaction.

Alternatively, navigate to **OpenText Vendor Invoice Management > SAP menu > Reports > Central Reporting > Key Process Analytics Report**.

For more information, see section 9 “Using the Key Process Analytics Report” in *OpenText Vendor Invoice Management for SAP Solutions - Reference Guide (VIM-RGD)*.

13.6 Using the Exception Analysis Report

The Exception Analysis Report reports all work items with exceptions, grouped by exception, company code or vendor. The Exception Analysis Report provides the following features:

- Finds and tracks exceptions with the highest impact on your business.
- Monitors how often exceptions occur.
- Finds companies or vendors who cause the highest number of exceptions.
- Indicates the invoice amount that is affected by work items with exceptions.

To start the Exception Analysis Report, run the `/n/OPT/VIM_EXCP1` transaction.

Alternatively, navigate to **OpenText Vendor Invoice Management > SAP menu > Reports > Central Reporting > Exception Analysis Report**.

For more information, see section 10 “Using the Exception Analysis Report” in *OpenText Vendor Invoice Management for SAP Solutions - Reference Guide (VIM-RGD)*.

13.7 Using the Productivity Report

The Productivity Report reports about the productivity of users/roles and the activities of users/roles. The Productivity Report comprises the following features:

- Provides an overview of the processing times (total and average) and wait times (average) per user/role.
- Enables the comparison of productivity of a freely selectable period to a comparison period.
- Provides a snapshot of reserved and in process items per user/role.
- Enables the analysis of the average number of touches (per invoice) of users/roles.
- Enables the analysis of the average number of referrals (per invoice) of users/roles.
- Allows displaying a detailed list of:
 - documents processed by a single user/role
 - currently reserved items of a single user/role
 - currently processed items of a single user/role

To start the Productivity Report, run the `/n/OPT/VIM_PROD1` transaction.

Alternatively, navigate to **OpenText Vendor Invoice Management > SAP menu > Reports > Central Reporting > Productivity Report**.

For more information, see section 11 “Using the Productivity Report” in *OpenText Vendor Invoice Management for SAP Solutions - Reference Guide (VIM-RGD)*.

13.8 Using the Aging Report

The Aging Report reports about the aging of documents and work items in the current system. The Aging Report comprises the following features:

- Provides an overview of the processing times of documents that have not been posted without error.
- Provides a snapshot of documents that have not been posted and are still work in process.
- Provides a snapshot of work items that are still work in process.
- Allows displaying a detailed list of:
 - documents still in process, grouped by document type.
 - work items still in process, grouped by role.

To start the Aging Report, run the `/n/OPT/VIM_AGING` transaction.

Alternatively, navigate to **OpenText Vendor Invoice Management > SAP menu > Reports > Central Reporting > Aging Report**.

For more information, see section 12 “Using the Aging Report” in *OpenText Vendor Invoice Management for SAP Solutions - Reference Guide (VIM-RGD)*.

Glossary

AAK

See *SAP Add-On Assembly Kit (AAK)*.

After Image

Technical option to realize an delta upload from the source systems into the SAP NetWeaver BW system. A data record loaded as After Image provides the status of the record after it has been changed, or after data has been added.

Aging Report

Part of the Central Reporting infrastructure. The Aging Report reports about the aging of documents and work items in the current system.

AP processor

Accounts Payable personnel

Application Component Hierarchy

Hierarchy of folders to structure *DataSources* in SAP NetWeaver BW.

Approval chart of authority (COA)

The Approval chart of authority (COA) determines first approver and next approver for an invoice by combinations of Company Code (specific or range), Expense Type (marketing expense, utility), Cost Objects (G/L account, Cost Center), and HR objects (Position, Job code).

Approval Portal

VIM web interface for approving invoices.

Archive system

Computer system that enables storage, management and retrieval of archived data and documents

ArchiveLink document types

Document types that need to be customized for *ArchiveLink*

ArchiveLink

Service integrated in the SAP NetWeaver Application Server ABAP for linking archived documents and the application documents entered in the SAP ERP system

Authorization profiles

The SAP administrator assigns authorizations to the users that determine which actions a user can perform in the SAP ERP system. These authorizations are stored in Authorization profiles.

Automation Report

Tool that provides data about automated and manual processing steps of VIM documents

BAdI

See **Business Add-Ins (BAdI)**.

BAPI®

SAP programming interface: Business Application Programming Interface

Baseline

Set of functionality with pre-defined configuration and the starting point to implement VIM

BasisCube

See **InfoCube**.

BDC ID

Business Data Communication ID. The BDC ID is used by the system to process an SAP transaction to create an SAP Document in user context.

Block

Situation where an invoice has a price or quantity variance that prevents invoice from posting

BTE

See **Business Transaction Event (BTE)**.

Business Add-Ins (BAdI)

Business Add-Ins (BAdI) is an SAP enhancement technique based on ABAP objects. BAdI can be inserted into the SAP ERP system to accommodate user requirements too specific to be included in the standard delivery.

Business rules

Rules that describe the operations, definitions and constraints that apply to an organization

Business Transaction Event (BTE)

Event used for extending a *Non PO invoice* functionality to call a custom program

Buyer

Person who is in charge of the *PO*. This role should have authorization to create and change the purchase order. This role is also responsible for negotiating and communicating with vendors.

Central Audit Report

Part of the Central Reporting infrastructure. The Central Audit Report is a slimmed *VIM Analytics* (VAN). The main difference to VAN is that the Central Audit Report serves as a single point of access in a multiple backend scenario.

Central Reporting

Reporting infrastructure that provides several reports that enable you to measure certain properties of VIM documents and their work items, in order to optimize working with VIM. Central Reporting comprises the following individual reports: *Aging Report*, *Central Audit Report*, *Exception Analysis Report*, *Key Process Analytics Report*, *Productivity Report*, and *Summary Report*.

Characteristic

Type of *InfoObject* in SAP NetWeaver BW that represents descriptions of fields, such as Vendor ID, Invoice Number, Unit of Measure, and Posting Date.

COA

See *Approval chart of authority (COA)*.

Coding

Coding allocates an invoice to G/L account and cost object if required.

Contract agent

Person who can create and modify SAP contracts.

Dashboard

User interface that organizes and presents information in a way that is easy to read. Users can also perform actions from the dashboard.

Data Transfer Process (DTP)

Object in SAP NetWeaver BW to transfer data from source objects to target objects

DataSource

Set of fields in SAP NetWeaver BW that provide the data for a business unit for data transfer to the SAP NetWeaver BW system; technically, it contains an extract structure and an extraction function module.

DataStore Object (DSO)

Storage location for consolidated and cleansed data in SAP NetWeaver BW

DocuLink

OpenText DocuLink enables the archiving, management and retrieval of SAP CRM or SAP ERP documents from within the SAP infrastructure.

Document Processing (DP)

VIM component that captures invoice metadata including line items for *PO* and performs preconfigured business rules

Document type

Type of document such as *PO*, *Non PO*, *OCR*, Non OCR

DP

See *Document Processing (DP)*.

DSO

See *DataStore Object (DSO)*.

DTP

See *Data Transfer Process (DTP)*.

Duplicate analyzer

Person who is responsible to identify duplicate invoices

EDI

See *Electronic Data Interchange (EDI)*.

Electronic Data Interchange (EDI)

Method for transferring data between different application systems in the form of messages. SAP applications support EDI with messages sent in an SAP Intermediate Document (IDoc) format. VIM supports the creation of vendor invoices through the EDI/IDoc interface.

Event Type Linkage

Error handling method. Event Type Linkage determines what the application should do in case an error could not be handled.

Exception Analysis Report

Part of the Central Reporting infrastructure. The Exception Analysis Report reports all work items with exceptions, grouped by exception, company code or vendor.

Exception

Action that is not part of normal operations or standards

FI

See *Financial Accounting (FI)*.

Financial Accounting (FI)

SAP module for the Finance and Accounting department

IAP

See *Invoice Approval (IAP)*.

ICC

See *Invoice Capture Center (ICC)*.

IDoc

See *Intermediate Document (IDoc)*.

IE

See *Invoice Exception (IE)*.

Indexer

Person responsible for entering index data

Indexing

Process of entering or storing data into the system

InfoArea

Folder in SAP NetWeaver BW to organize *InfoCubes*, *DataStore Objects*, *InfoObjects*, and *InfoObject Catalogs*

InfoCube

Self-contained dataset in SAP NetWeaver BW, for example, of a business-oriented area; an InfoCube is a quantity of relational tables arranged according to the enhanced star schema: A large fact table in the middle surrounded by several dimension tables

InfoObject Catalog

Folder structure in SAP NetWeaver BW to organize *InfoObjects*

InfoObject

Smallest information unit in SAP NetWeaver BW. *Key figures* and *Characteristics* are collectively called InfoObjects.

InfoPackages

Object in SAP NetWeaver BW that specifies when and how to load data from a given source system to the SAP NetWeaver BW system

InfoProvider

Object in SAP NetWeaver BW for which queries can be created or executed. InfoProviders are the objects or views that are relevant for reporting.

Information provider

Receiving role for option *Refer for Information*

Intermediate Document (IDoc)

Standard SAP message document format for the *EDI* interface.

Invoice Approval (IAP)

VIM component that enables users to perform coding, approving and rejecting invoices

Invoice approver

Person who approves invoices

Invoice Capture Center (ICC)

Optional VIM *OCR* component

Invoice characteristic

A value specific to each invoice (for example country) that allows flexible processing in VIM. An invoice characteristic is determined during runtime and depends on the corresponding index data of the document.

Invoice coder

Person who enters the accounting info on invoices to allocate the cost

Invoice Exception (IE)

VIM component that handles the exceptions that arise after an SAP invoice is created

Invoice requester

Person who requested goods and services for *Non PO* invoices

Key Figure

Type of *InfoObject* in SAP NetWeaver BW that represents numeric values or quantities, such as Number of Invoices and Gross Invoice Amount.

Key Process Analytics Report

Part of the Central Reporting infrastructure. The Key Process Analytics Report reports about a variety of key figures regarding the VIM process: It shows the accumulated amounts of all documents in the DP workflow, in parked state and in posted state.

KPI Dashboard

Tool for managers showing VIM related process data at a glance in graphical charts.

LIV

See [Logistic invoice \(LIV\)](#).

Logistic invoice (LIV)

purchase order invoice

Materials Management (MM)

Materials management module of the SAP ERP software package. Materials management is used for procurement and inventory management.

MM

See [Materials Management \(MM\)](#).

Mobile Approval Portal

VIM component for approving invoices on mobile devices.

MultiProvider

Object in SAP NetWeaver BW that is based on *InfoCube(s)*, *DataStore Object(s)*, and/or *InfoObject(s)*. A MultiProvider is used as a layer for the creation of end user queries; the MultiProvider itself does not contain any data; rather, data resides in the *BasisCubes*.

Namespace

Name range reserved by SAP for customer objects and SAP objects to make sure that objects are not overwritten by SAP objects during the import of corrections or an upgrade

Non purchase order (Non PO)

Order that is not based on a *PO*

Non purchase order (Non PO) invoice (PIR)

Invoice based on a *Non purchase order (Non PO)*

Number range

Array of numbers that can be used for an object in the SAP ERP system

OCR

See *Optical character recognition (OCR)*.

Optical character recognition (OCR)

Mechanical or electronic translation of images of handwritten, typewritten or printed text (usually captured by a scanner) into machine-editable text

Park

Situation where an invoice is not posted and is waiting for further processing

Parked invoice document

Temporary document that the *AP processor* can change and post. SAP assigned document number becomes real number when posted.

Persistent Staging Area (PSA)

Data staging area in SAP NetWeaver BW. It allows to check data in an intermediate location before the data is sent to its destinations in SAP NetWeaver BW.

PIR

See *Non purchase order (Non PO) invoice (PIR)*.

PO

See *Purchase order (PO)*.

Posted invoice document

Invoice that has already been posted in SAP ERP. Only free-form text fields can be changed. Related documents such as *POs* or good receipts may be created or changed to effect the invoice. If the document is not needed, it must be cancelled (*PO invoice*) or reversed (*non-PO invoice*).

Price variance

Situation where the price on the invoice is different from the price in the purchase order

Process Chain

Sequence of processes in SAP NetWeaver BW that are scheduled to wait in the background for an event; used to automate, visualize and monitor the processes.

Process options

Processing options for the user in the dashboard, such as Referral, Authorization, and Actions

Process type

Process type for a document. The process type determines the initial actor and various collaboration options available to the various actors during the process flow.

Productivity Report

Part of the Central Reporting infrastructure. The Productivity Report reports about the productivity of users/roles and the activities of users/roles.

PSA

See *Persistent Staging Area (PSA)*.

Purchase order (PO) invoice

Invoice based on a *Purchase order (PO)*

Purchase order (PO)

SAP module. PO indicates a document sent from a buyer to a seller. The purpose of the document is to order the delivery of goods or services.

Quantity variance

Situation where the quantity on the invoice is different from the quantity in the purchase order

Receiver

Person who can create and reverse the goods receipt in SAP ERP

Requisitioner

Person who requested goods and services

Roles

Set of predefined roles for the SAP user

SAP Add-On Assembly Kit (AAK)

Standardized delivery procedure for software

SAP Customer Relationship Management (SAP CRM)

SAP application that provides software for ticket systems, for example in the Accounts Payable department.

SAP NetWeaver Business Warehouse (SAP NetWeaver BW)

SAP application that allows to integrate, transform, and consolidate relevant business information from productive SAP applications and external data sources.

SAP Shared Service Framework

SAP software that contains a rich set of tools to improve and automate Shared Service Center operations.

SAP Supplier Relationship Management (SAP SRM)

SAP application that automates, simplifies, and accelerates procure-to-pay processes for goods and services.

Scan operator

Person who scans the invoices into images (may not have a SAP ID)

Service approver

Person who approves a service entry

Service requisitioner

Person who enters a service entry

Summary Report

Part of the Central Reporting infrastructure. The Summary Report provides a summary of all documents processed through VIM.

Swimlane

Diagram representing a specific VIM process. A swimlane comprises the process description, roles, user interface and options of the process.

Tax expert

Person who advises on invoices that need tax audit. Normally tax department personnel.

Transformation (TRF)

Object in SAP NetWeaver BW to connect source objects to data targets; it allows to consolidate, cleanse and integrate data

TRF

See [Transformation \(TRF\)](#).

VAN

See [VIM Analytics \(VAN\)](#).

Vendor Invoice Management (VIM)

Packaged business solution that solves a business problem – paying correct amount to vendors on-time and with the lowest cost. VIM delivers not technology but best-practice business processes. VIM provides values to customers in process efficiency, visibility and compliance.

Vendor maintenance

Person who is responsible for creating and maintaining the vendor master records

VIM Analytics (VAN)

VIM component that gives users a clear data report on their invoices in progress. VIM Analytics allows to track the documents routed through SAP workflows via VIM.

VIM Workplace

Tool for VIM super users, which allows users to display lists of their work items that meet a selection they have entered before. Users also can display work items of other users and of their team as a whole.

Workflow

SAP Business Workflows can be used to define business processes that are not yet mapped in the SAP ERP system.

