ImageQuest

Accounts Payable Workflow Guide

Version 15.7

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Table of Contents

Introduction to Accounts Payable Workflow

Accounts Payable Workflow is designed to leverage existing accounting capabilities setup in your organization and apply tracking of workflow orientated documents. This feature takes advantage of General Ledger Code (GL Codes) standards and allows you to utilize your back-end data sources for querying information from your accounting software databases. With accountability and tracking in mind, the system uses its already proven auditing capabilities to ensure timely delivery, approval, and denials of company documentation using both client and email notification features of the workflow process.

For more information about ImageQuest, please refer to the ImageQuest Administrator and User Guides.

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Requirements

- ImageQuest must be installed and licensed

- The Workflow Engine module must be licensed

- At least one Document Type must be configured for use with Accounts Payable Workflow

- At least one ImageQuest Role with at least one member must be configured

- An ODBC compliant data source for GL Codes must be available for lookup and validation

- Workflow Settings must be properly configured and enabled in IQadministrator

- IQdesktop must be installed for users that will use Accounts Payable Workflow

- Accounts Payable Workflow users must have Update Document permission and permission to the Workflow Document Type

Administration

Workflow Settings

The workflow will consist of a Title, Initial Assignment Role, Final Approval Role, Document Type(s), and whether the workflow is enabled or disabled. Because the Workflow relies on roles and not specific users, the roles must be created BEFORE configuring the AP Workflow.

The Initial Assignment Role is the starting point for the workflow. All members of this role will have the ability to start processing the workflow document. They may also reassign the document to another user or role by Approving or Rejecting the document. Users in this Role must also have permissions to the Document Type you specify in order to see the documents in the work queue.

Users in the Final Approval Role have the ability to complete the Workflow, or they may choose to reassign the document to another user or role if need be.

The Document Type section determines which documents will trigger the start of a workflow. After indexing one of these documents, they will show up immediately in the work queue of the role defined in the "Initial Assignment Role".

Note: These Document Types must be created BEFORE you have the ability to utilize them in a workflow. More than one document type may be selected to add to the workflow. Verify that the document type has a shared numeric value attribute if utilizing the 'Sum to Invoice Amount attribute' setting in the General section of the GL Code Settings.

The Active Work Items section gives the administrator a quick glance at documents that are in the pending status of the workflow cycle. This can be used to verify that workflows are currently active in the system and how many.

When the workflow settings are disabled, new documents that are indexed will not be put into the work queue. However, existing documents will still show up and may still be processed.

GL Code Settings

There are two sub tabs under the GL Code Settings that will need to be configured in order to successfully process a workflow document.

The General sub tab has three sections that need to be configured: Input Mask, Total Validation and the GL Codes Document Type.

The Input Mask section is used to format the GL Code and restrict the data input to a particular format which typically should match the customer's accounting system. In the example below, a '0' character requires a numeric character in that specific position and the hyphens act as template characters. Please see the ImageQuest Administrator's Guide for more information on creating input masks.

Input Mask

Build a mask to control the display format and user input of the data for GL Coding. See Admin Guide for further detail of mask variations.

0000-00-000000

The Total Validation section is used to determine how the GL line amounts are added up. If 'Sum to $0' is chosen, all entered GL Code Amounts must sum to zero using both positive and negative values.

Utilizing the 'Sum to Invoice Amount attribute' will allow you to sum the GL Code Amounts to a numeric attribute associated with the Document Type you selected on the Workflow Setting screen.

In the example below, 'Sum to Invoice Amount attribute' has a numeric attribute of 'Amount' specified and the total of all of the GL Code Amounts must add up to match the value specified in the 'Amount' attribute.

Total Validation

How would you like to validate the total of GL line item amounts?

○ Sum to $0
● Sum to Amount attribute

Amount

☑ Total validation is required for workflow completion

Note: If you are utilizing more than one Document Type, they must share the same numeric value attribute type to use this method.

The GL Codes Document Type is used to create a new document that contains all of the GL Coding values that were entered from the Work Queue. Any common attributes that are associated between this document type and the workflow document type will automatically be populated after the workflow is accepted and completed. It is recommended to create a separate Document Type for this type of document.

The GL Code Lookup sub tab allows you to configure and manage the settings that will be used to validate the GL Codes that are entered when processing documents from the Work Queue.

The 'Connection String' section is used to configure the GL Code lookup to the existing accounting system. Select an ODBC Connection String for the data source from the drop-down. The list provides some commonly used ODBC string templates that may be used. If you do not see an ODBC Connection string for your type of database, one can be specified manually. After you have configured your connection, press the 'Test' button to ensure your connection is valid.

On the 'Validation Query' tab, enter a SQL query that returns the GL Code and its description as the first two columns respectively. The Enter Token button will add the keyfield to the statement in the proper syntax for the GLCode variable. For example, assuming the accounting system has a table called 'Tglcode' containing two columns called 'code' and 'description', the following query may be used:

SELECT code, description FROM Tglcode WHERE code = '[%GLCode%]'

The 'Test Input' section gives you the ability to test the SQL query to ensure you are getting the desired results. Press the 'Test Input' button and a correctly configured setup should give you results in the section below.

Note: A Workflow work item cannot be completed until the GL Codes are validated against an existing data source.

The 'GL Code Segments' tab is used to modify the way that GL Codes are displayed and entered from IQdesktop. If GL Code segments are configured, the GL Codes are displayed in drop down lists for the user to pick from. The example on the following page shows GL Codes configured for 2 segments called Account and Sub-Account. These labels can be customized by the administrator and a maximum of four segments can be configured to be used for lookups.

After configuring the source queries, click the 'Test' button to validate the query. A test dialog box will open and allow you to select the codes from the drop-down lists. Select values from the lists to verify that the correct data is being returned from the source queries and then enter a test value in the amount field. The descriptions of each segment will also be displayed at the bottom of the window.

Client

IQdesktop

The Work Queue in IQdesktop displays Accounts Payable Workflow items as Workflow Tasks. Workflow Tasks are identified by the Workflow Task icon ▣ in the Work Item Type column and the Workflow name in the Action column. The Workflow name is based on the name applied in the Workflow Settings in IQadministrator.

In the example below, three Workflow Tasks are highlighted. Each has the Workflow Task icon and the Action is "AP Workflow".

✕	📄	🔗	🗐	❖	🔒	Action ▾	Assigned To	Work Item Age	CreateDateTime	PageCount	DocumentType	DocumentGroup
		🔗	🅰	👥		Routed	Demo User/demo (User)	00:02:59	5/29/2014 12:06:17 PM	1	PO	Public Group
		🔗	🖼	👥		Routed	Demo User/demo (User)	00:11:12	5/29/2014 11:57:58 AM	1	Invoice	Public Group
		🔗	🅰	▣		AP Workflow	Initial Approval (Role)	00:02:59	5/29/2014 12:06:17 PM	1	PO	Public Group
		🔗	🖼	▣		AP Workflow	Initial Approval (Role)	00:03:35	5/29/2014 12:05:52 PM	1	Invoice	Public Group
		🔗	🖼	▣		AP Workflow	Initial Approval (Role)	00:06:44	5/29/2014 11:59:13 AM	1	Invoice	Public Group

Workflow Workspace

To open a Workflow Task, double-click on the document or right-click the document and select "Open Work Item" to open the workflow window. The example below shows the workflow window for a Workflow Task configured with two GL Code segments.
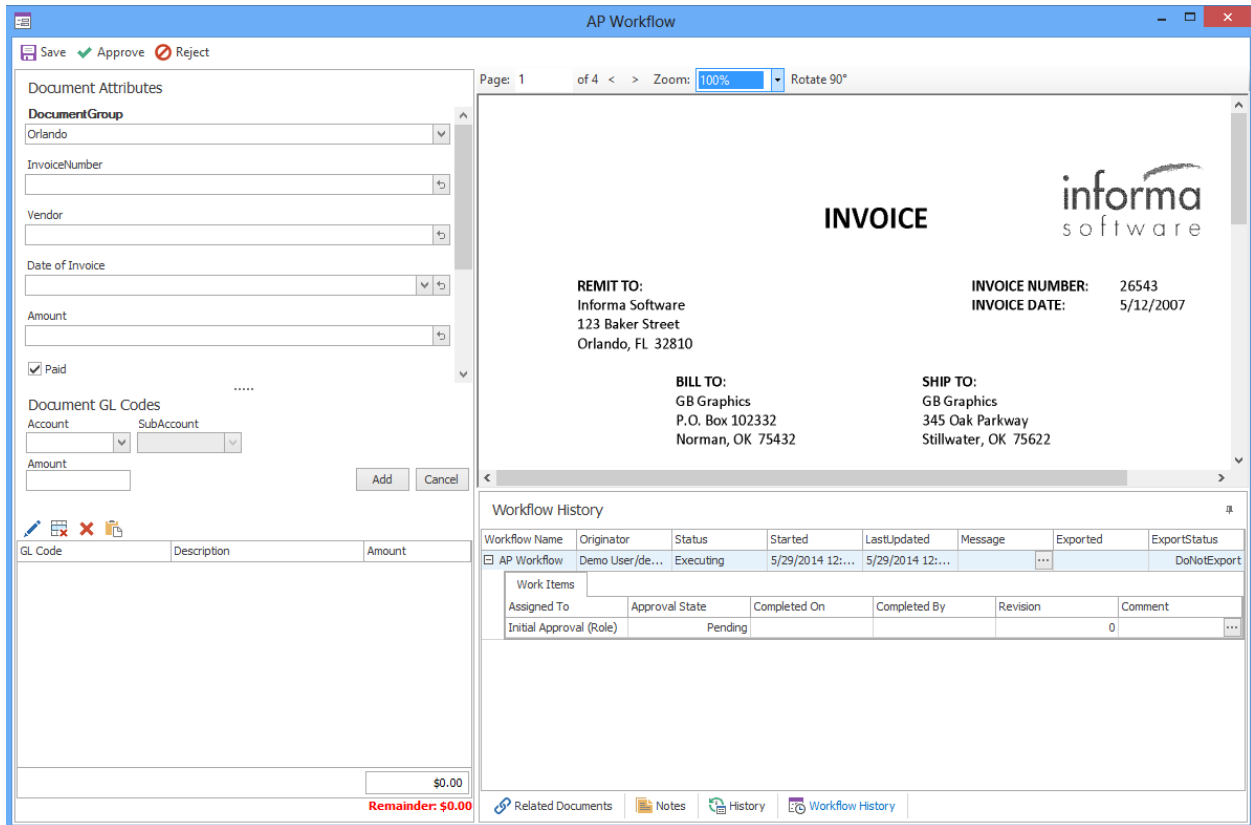
In the Workflow window, the Workflow Name will be listed in the title bar of the Window. In this example, the name is "AP Workflow".

Below the Workflow Name are the following options:
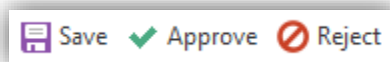
The table below provides a description for each option on this toolbar.

Save	Saves changes made to any attributes and Document GL Codes that have been entered, allowing the user to close the window and proceed at a later time.
Approve	Allows the user to assign a Workflow Task to another User or Role, or to complete the Workflow Task.
Reject	Allows the user to assign a Workflow Task to another User or Role with comments to explain why the task was rejected or to complete the task with comments.

The Document Attributes pane allows for review and/or editing of the document attributes.

Note: Users must have the Update Document permission in order to process Work Queue items.

The GL Code pane is used for entering GL Codes and amounts to be tracked and associated with the current document. GL Codes entered in this section will be validated against the GL Code queries that were configured in the Workflow Settings in IQadministrator.

If multiple segments are configured (shown here), GL Codes must be selected from the drop-down lists.

The Preview Document window is the large viewing area that allows you to check your document against the work needing to be performed on it.
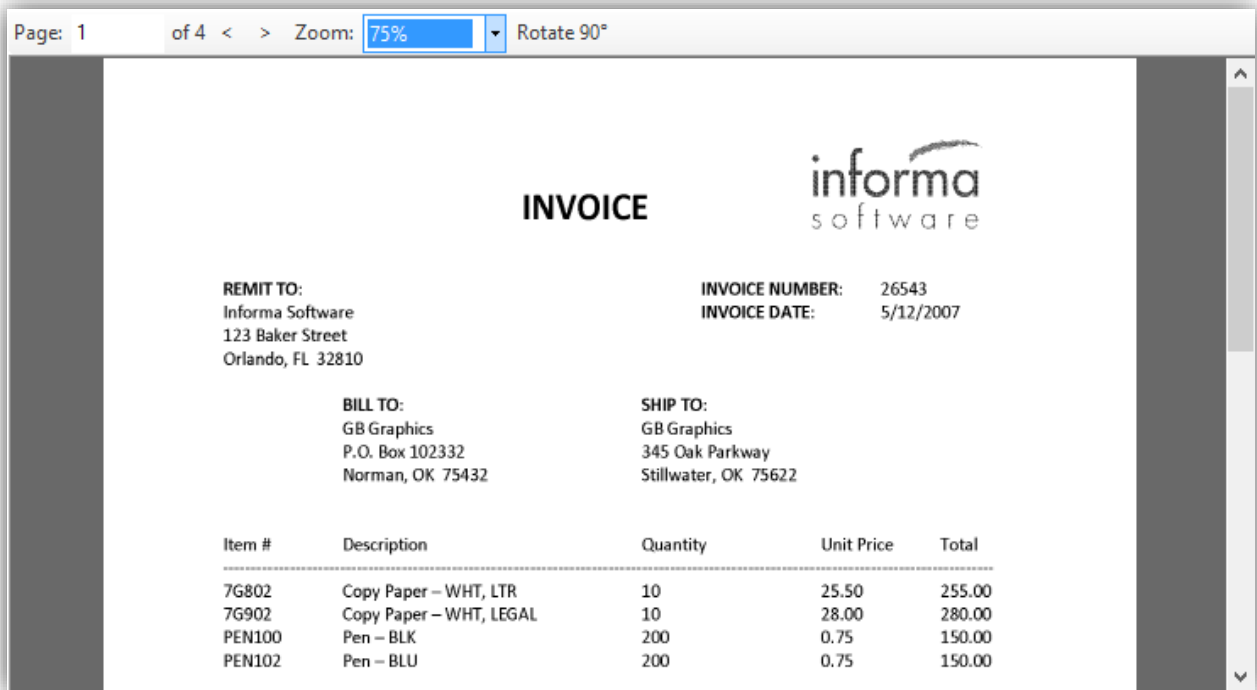
The bottom panel consists of four separate tabs that contain information about or related to the Workflow Task.
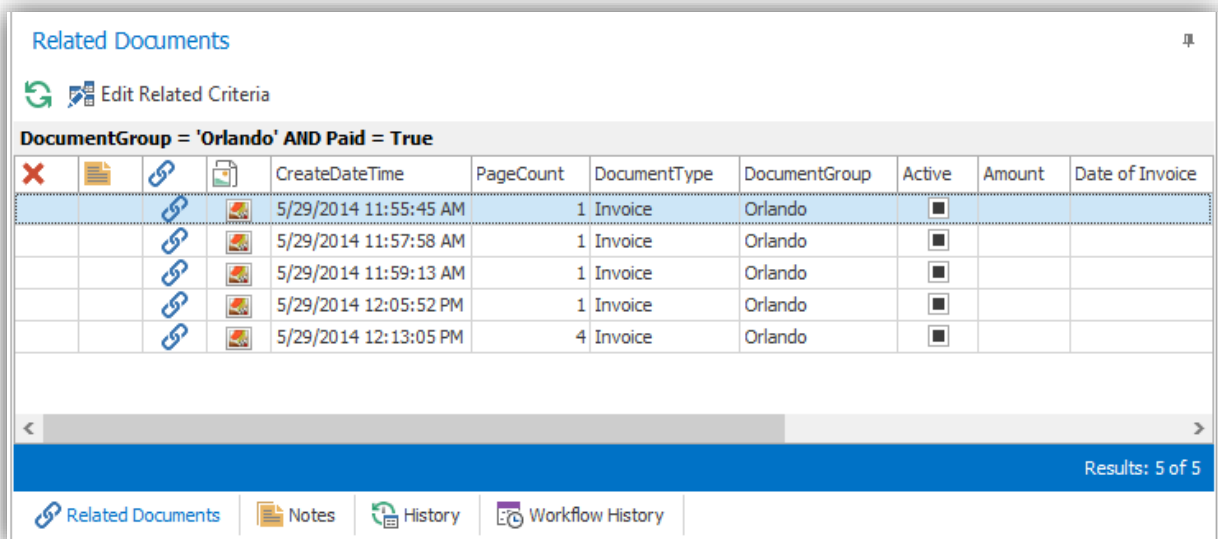
The table below provides a description for each tab in this panel.

Tab Name	Description
Related Documents	Shows documents related to the Workflow Task based on shared attribute data. The documents can be viewed but they cannot be edited.
Notes	Displays notes that have been added to the document and allows a user to add notes as well
History	Displays the entire document history
Workflow History	Displays the workflow history for the selected Workflow Task

The Refresh button refreshes the documents list to include any new documents that meet the related criteria.

The following toolbar is available in the Related Documents tab:
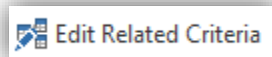
"Edit Related Criteria" allows the user to add or remove attributes from the Related Docs query. Click the link to open the attributes dialog. Select or deselect attributes as needed and click "OK" to update the query and the Related Docs results.
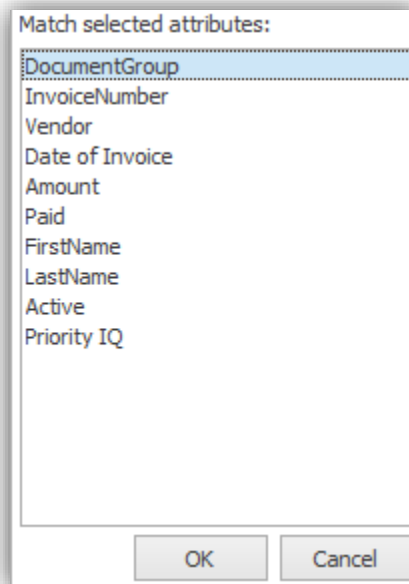
Workflow Example

The following pages will show an example of a Workflow process.

To start, below are the IQadministrator Workflow Settings configured for the example.

A user that is a member of the Initial Approval role selects Work Queue to access any new Invoice documents added to ImageQuest.

In the example below, the user double-clicks a Workflow Task.

The Workflow workspace opens.

The user can review the attribute values associated with the Workflow Task, compare them to the document image and edit the values if necessary.

The GL Coding section is blank but note that the **Remainder** value of **$835.00** reflects the Invoice Amount from the Document Attributes panel.

The user can now enter the GL Coding for the Workflow Task. To enter a GL Code, type the GL Code value in the allotted field.

The GL Codes are validated against the GL Code Lookup configured in the Workflow Settings. If an invalid code is entered, the GL Code field will be flagged with an "Invalid GL Code" error and the user must correct the value before proceeding.

When the GL Code value is corrected, the GL Code is validated and the user can proceed to the Amount field and enter the appropriate amount for the GL Code. The user enters "$800.00" for Amount and clicks "Add" to apply the GL Code entry to 'Total'.

When a GL Code entry is validated and applied, the user can see GL Code in the table and its associated description. In this example, the description for GL Code 111-1111-11111 is "Sales". The Total is updated to reflect the Amount entered and the **Remainder** reflects the balance between the Invoice Amount and the GL Code Amount.

The user can edit the GL Code or Amount if needed by clicking the Edit icon located right above the table.

 Selected rows can be deleted by clicking the icon. The following confirmation dialog will appear. The user then clicks 'Yes' to delete the selected entries or 'No' to not delete the selected entries.
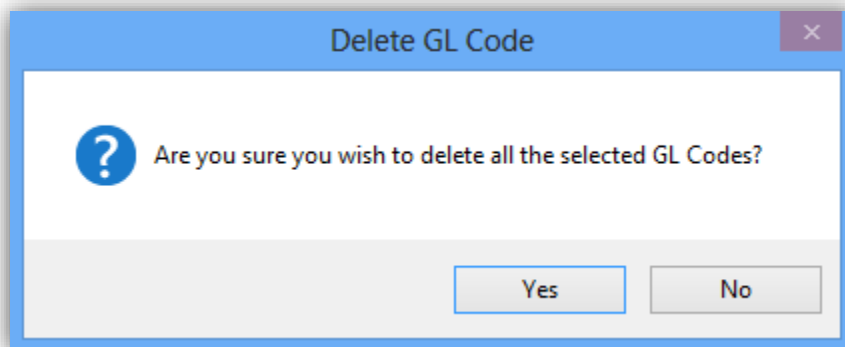
The user can add additional GL Code entries as needed. In this example, the user adds another entry for GL Code 222-2222-22222 with the Amount of $35.00.

The Total is updated to reflect the total of both GL Code Entries and the **Remainder** reflects the difference between the Invoice Amount and the total of the GL Code entries and is no longer red because the value equals **$0.00**.

In the event *all* GL Code entries for a Workflow Task need to be deleted, the user can click the ✖ icon. The following confirmation dialog will appear:
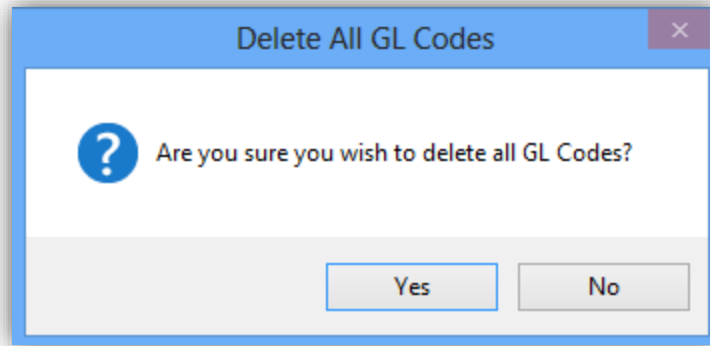
The user then clicks 'Yes' to delete all entries or 'No' to not delete any entries.

The icon can be used to cut/paste GLCodes and amounts from an external source such as Microsoft Excel. In order to successfully paste data from another program, the external source must have 2 columns of data: GL Code and Amount. The GL Code field must also be in one field separated by dashes

Once the user has completed the GL coding, they can assign the Workflow item to the Role responsible for final approval or to another User or Role if necessary. To do so, the user clicks 'Approve' to open the 'Approve Work Item' dialog box.
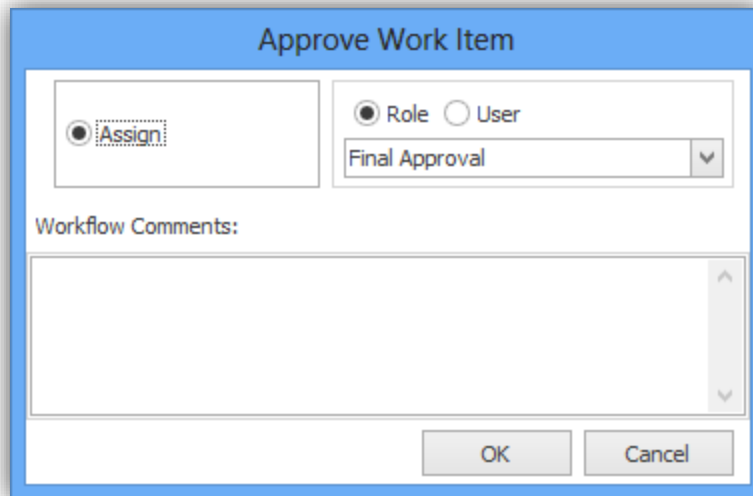
The user can select the appropriate assignment. In the example below, the user selects 'Final Approval'.
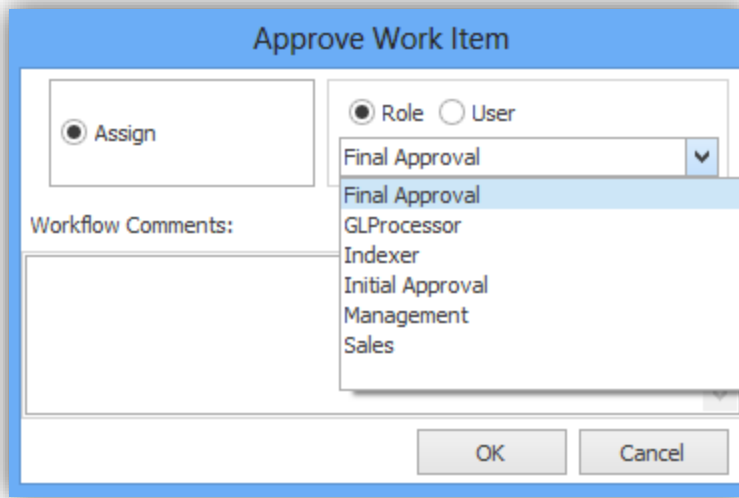
The user can also add comments that can explain why the Workflow Item was assigned to the particular User or Role.

In the example below, the user adds comments that let the Final Approval role know the GL coding is completed and the invoice can be processed for payment.
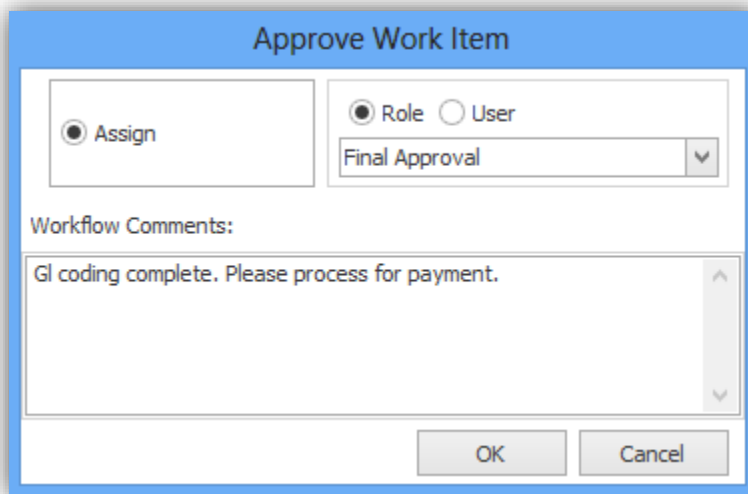
When the user clicks "OK", the Approve Work Item dialog and workflow window close and the Workflow Task is removed from the user's Work Queue. The Workflow Task will now be available in the Final Approval role Work Queue for review and further action.

The user can click "Save" at any time to save changes made in the Workflow window. If the user tries to close the Workflow window without saving their changes, the following warning is displayed.
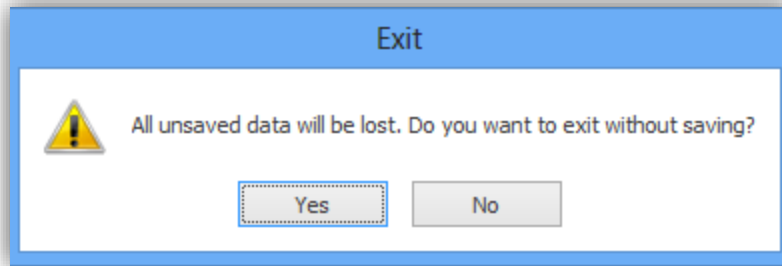
If the user clicks "Yes", the Workflow window will close and no changes will be saved. If the user clicks "No", they are returned to the Workflow window and click Save to save the changes and close the Workflow window.

When the user in the Final Approval role opens the Workflow Task, they will see the information for the Workflow item including the GL Code information entered by the Initial Approval user. At this point, the Final Approval user can "Save and close the task for future review", "Approve and Assign or Complete the item" or "Reject and Assign or Complete the item".
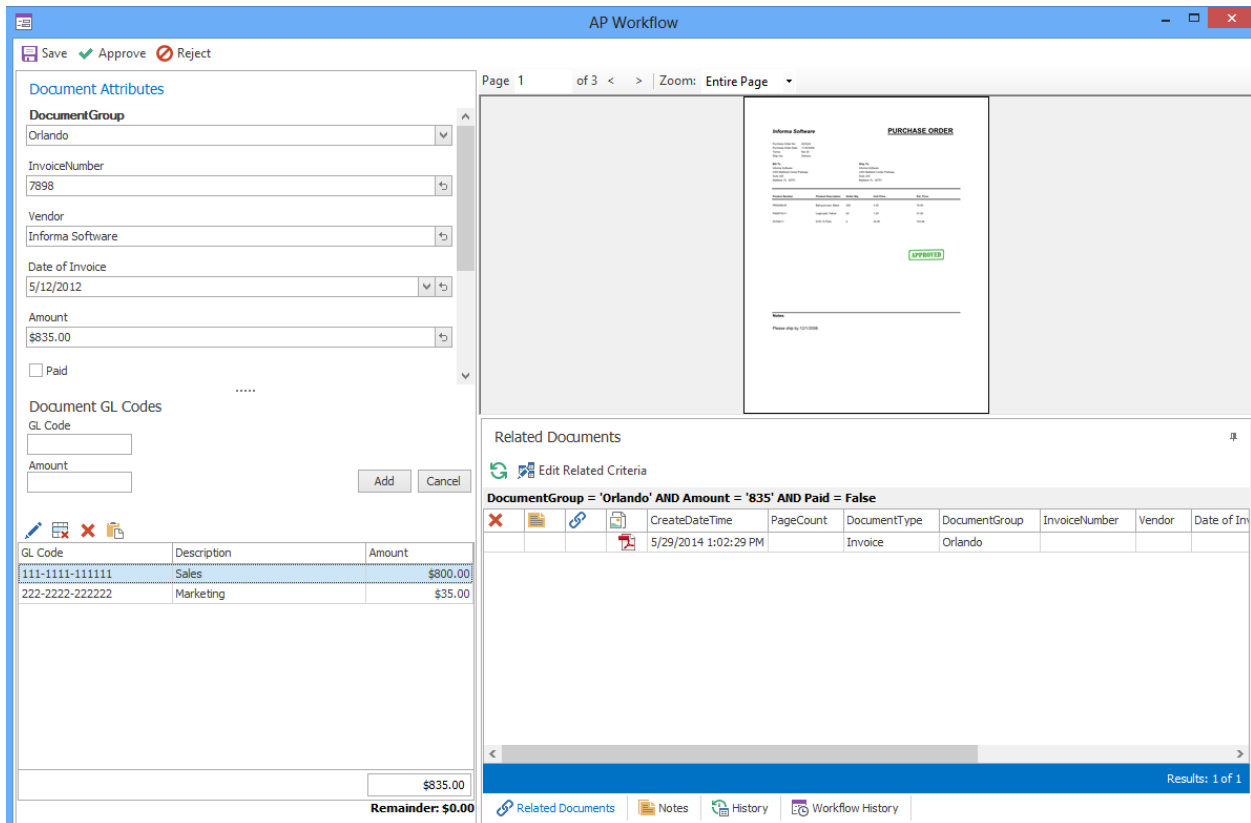
In this example, the user clicks "Reject" to open the "Reject Work Item" dialog.

The Reject Work Item dialog has two options: Assign and Complete Workflow.

If Assign is selected, the user can select a Role or a User to assign the item to. The user must include Workflow Comments that explain why the item was rejected. When the user clicks "OK", the item is assigned to the Work Queue of the selected Role or User.

If Complete Workflow is selected, the user must add a comment explaining why the rejected item is completed. When the user clicks "OK", the workflow for the item is completed and the Workflow Task is removed from the Work Queue.

For example, if the approval user identified a task as a duplicate, they can reject the work item, enter the appropriate comments and click "OK".

If a user clicks "OK" without entering any Workflow Comments in the Assign or Complete Workflow sections, the follow error will occur:
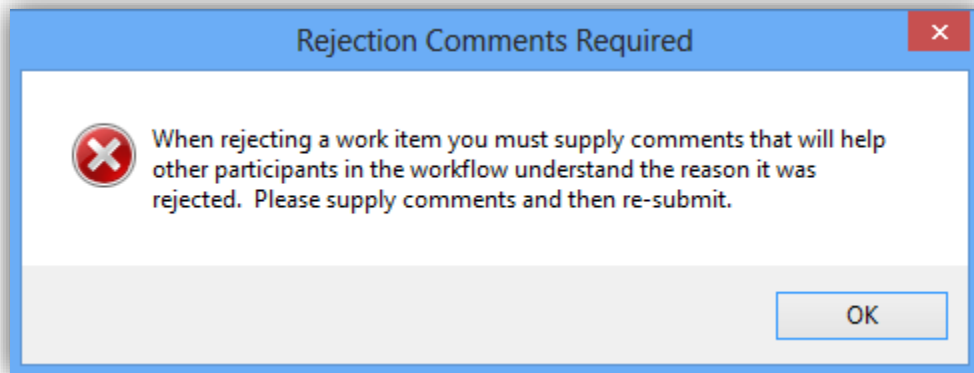
In the following example, the user selects "Assign" and selects the Initial Approval Role. The user then enters a comment explaining the need to adjust the GL coding for the task. When the user clicks "OK", the Reject Work Item and Workflow windows will close and the Workflow Task is removed from the Final Approval Work Queue. It is then added to the Initial Approval Work Queue for processing.
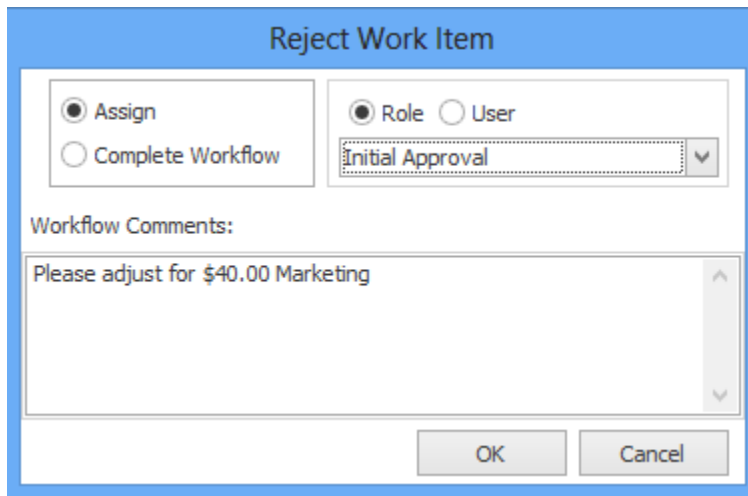
The users in the Initial Approval role will see the Workflow Task in their Work Queue. They can select the task in the Work Queue and click the Workflow History tab to see the latest status.

In the example below, the user can see that the task was "Rejected" by the Final Approval role and see the Comment that explains why it was rejected.

The user can open the task and change the GL Code information as requested.

In the example below, the user changes the Amount for GL Code 111-1111-111111 to $795.00 and the Amount for GL Code 222-2222-222222 to $40.00.

Now the user clicks "Approve", select the Final Approval role and adds a comment that explains what changes were made. When the users clicks "OK", the Approve Work Item dialog and workflow windows close and the Workflow Task is removed from the user's Work Queue. The Workflow Task will now be available in the Final Approval role Work Queue for review and further action.

The users in the Final Approval Role will see the Workflow Task in their Work Queue. They can select the task in the Work Queue and click the Workflow History tab to see the latest status. For example, the user would see this task was "Approved" by the Initial Approval role along with the Comment that states the requested adjustment has been made.

The Final Approval user can open the Workflow Task, review and confirm the proper adjustments were made and click "Approve" to complete the workflow for the item.

In the example below, the user selects "Complete Workflow" and includes a comment to explain why it's completed. When the user clicks "OK", a final validation of the GL Code data will occur to include a validation of the invoice amount against the GL Code Total. If validation is successful, the task is completed, and the item is removed from the user's Work Queue.

The Workflow History is updated to reflect the completion of the task.

Workflow Name	Originator	Status	Started	LastUpdated	Message	Exported	ExportStatus
⊟ AP Workflow	Demo User/demo (User)	Closed	5/29/2014 2:50:50 PM	5/29/2014 3:02:43 PM	...		Pending

Work Items					
Assigned To	Approval State	Completed On	Completed By	Revision	Comment
Initial Approval (Role)	Approved	5/29/2014 2:54:35 PM	Demo User/demo (User)		0
Final Approval (Role)	Rejected	5/29/2014 2:56:00 PM	Demo User/demo (User)		0 Please adjust for $40.00 M...
Initial Approval (Role)	Approved	5/29/2014 3:00:53 PM	Demo User/demo (User)		0 Adjusted for $40.00 Marke...
Final Approval (Role)	Approved	5/29/2014 3:02:39 PM	Demo User/demo (User)		0 Completed. Ready for pay...

Workflow History   Active Work Items   Notes   History

Depending on how the GL Code Settings are configured, the user may receive a warning or an error when they try to complete a workflow and the GL Code validation is not successful.

For example, the Invoice Amount for the Workflow Task was $835.00, but if a user enters GL Code amounts of $800.00 and $50.00, the GL Code Total would be $850.00 and the Remainder would be $15.00.

If the Total Validation is configured for "Sum to Invoice Amount attribute", but "Total validation is required for workflow completion" is not checked, the following warning occurs after validation.

GL Code Validation

⚠ Amount value $835.00 doesn't match GL Code total of $850.00. Do you want to continue anyway?

[Yes]   [No]
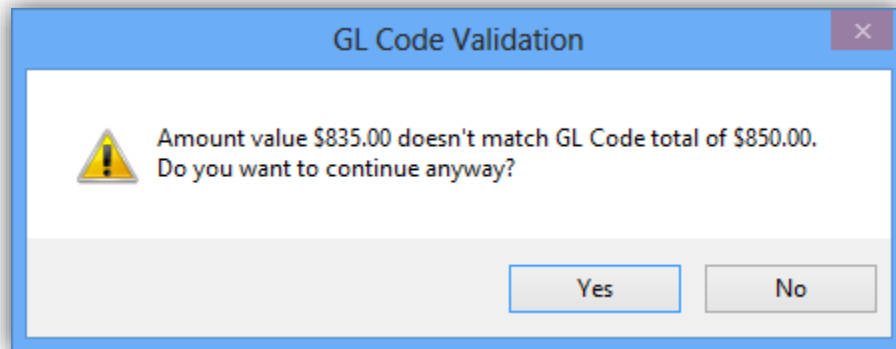
The user can click "Yes" to proceed and complete the task or click "No" to return to the Workflow window and correct the GL Code data. They may also choose to Reject the task and assign it to the Initial Approval role with a comment requesting the correction.

If the Total Validation is configured for "Sum to Invoice Amount attribute" and "Total validation is required for workflow completion" is checked, the following error occurs after validation.
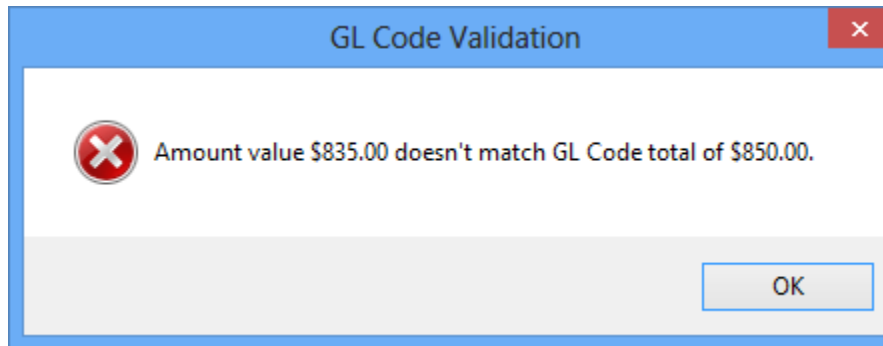
When the user clicks "OK", they return to the Workflow window. They can correct the GL Code data or Reject the task and assign it to the Initial Approval role with a comment requesting the correction.

If the Total Validation is configured for "Sum to $0", but "Total validation is required for workflow completion" is not checked, the following warning occurs after validation.
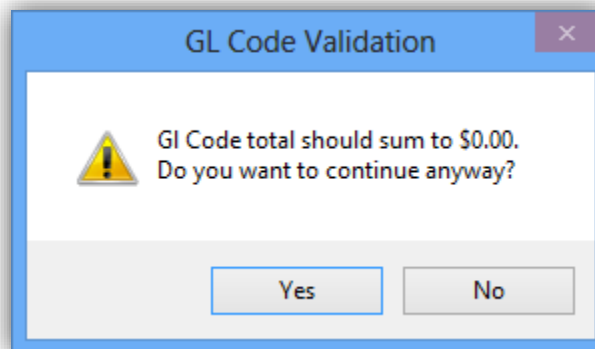
The user can click "Yes" to proceed and complete the task or click "No" to return to the Workflow window and correct the GL Code data. The user may also choose to Reject the task and assign it to the Initial Approval role with a comment requesting the correction.

If the Total Validation is configured for "Sum to $0" and "Total validation is required for workflow completion" is checked, the following warning occurs after validation.
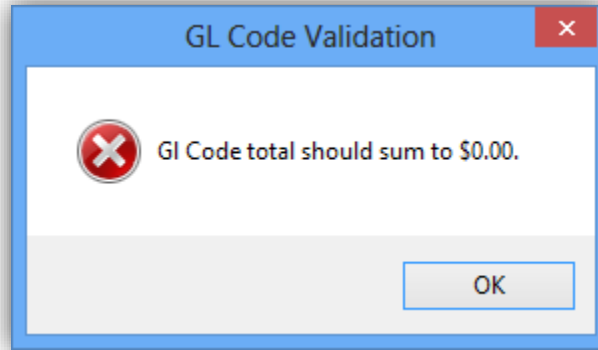
When the user clicks "OK", they return to the Workflow window. At this time, they can correct the GL Code data or Reject the task and assign it to the Initial Approval role with a comment requesting the correction.

GL Codes Document

If "Generate GL Codes Document" is checked in the GL Code Settings, a separate document will be created for each completed Workflow Task. The GL Codes Document will display the GL Code information that was applied to the task along with the document attribute data if desired.

Note: The GL Code Document can be any existing Document Type in ImageQuest, but it is recommended that a new Document Type called "GL Code Document" be created for this purpose and should have at least one of the attributes used by the Workflow Document Type(s) that are configured in the Workflow Settings.

In the example below, the user searches for and locates a completed Workflow Task. To see the associated GL Codes Document, the user can right-click on the document and select "Show Associated".
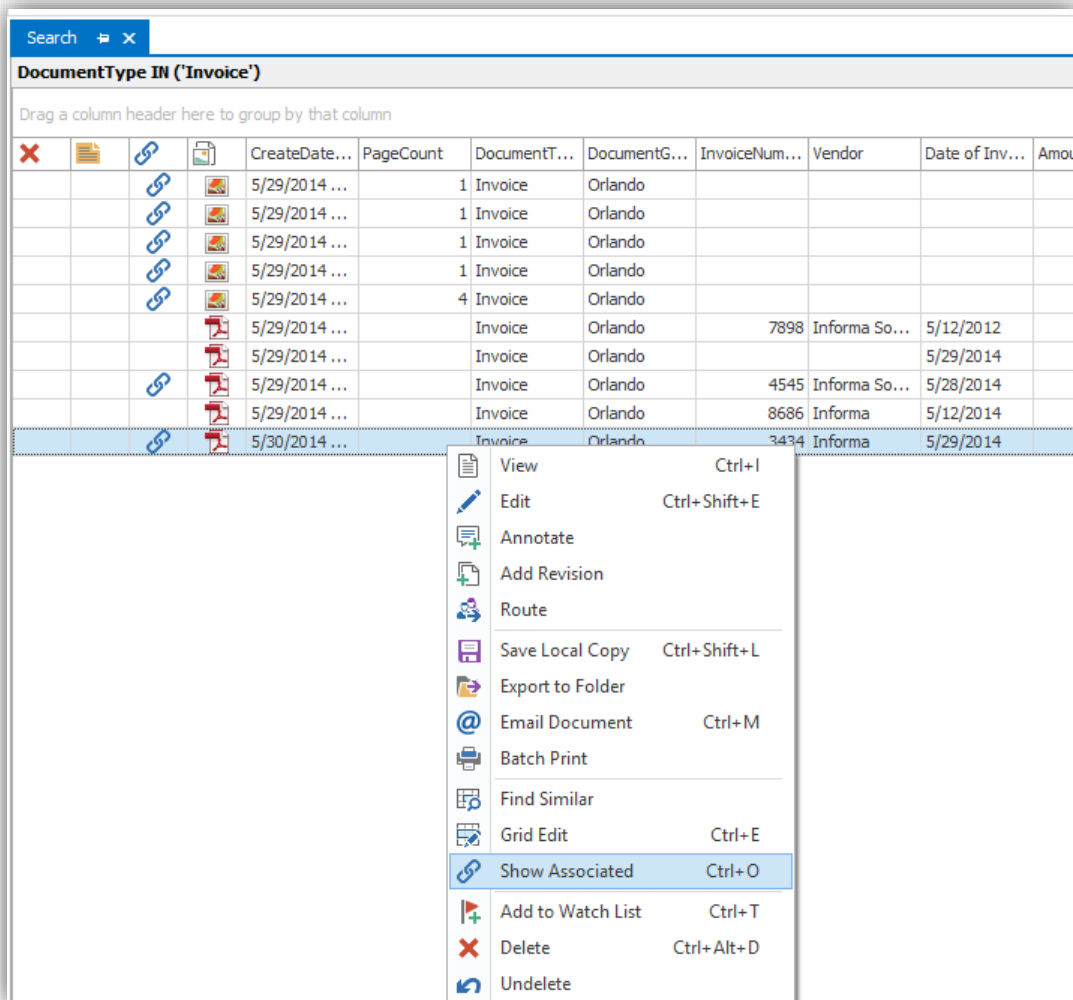
The "Associated" tab will be opened and it will display the Workflow document and the associated GL Codes Document. In the example below, the GL Codes Document is selected.
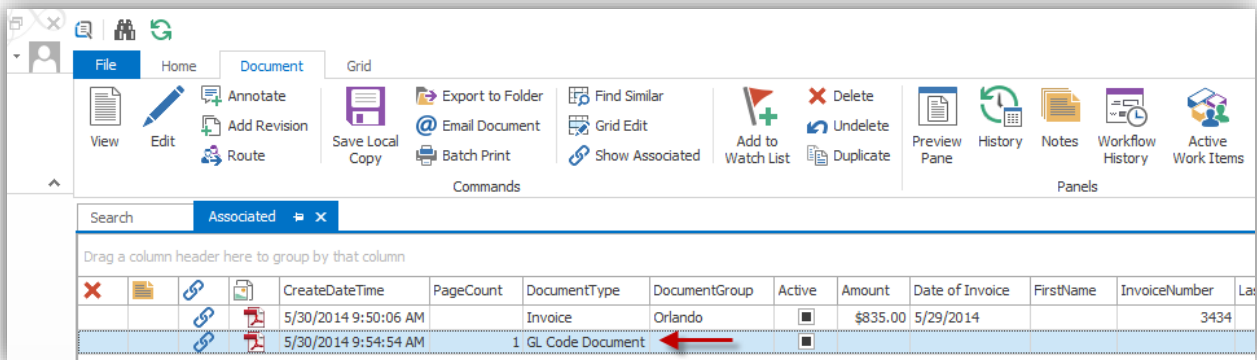
The example below shows the view of the GL Codes Document that is associated with the Workflow document. The Attribute data can be customized by adding or removing attributes from the GL Code Document type. The GL Code and Amount fields cannot be removed from the GL Code Document.
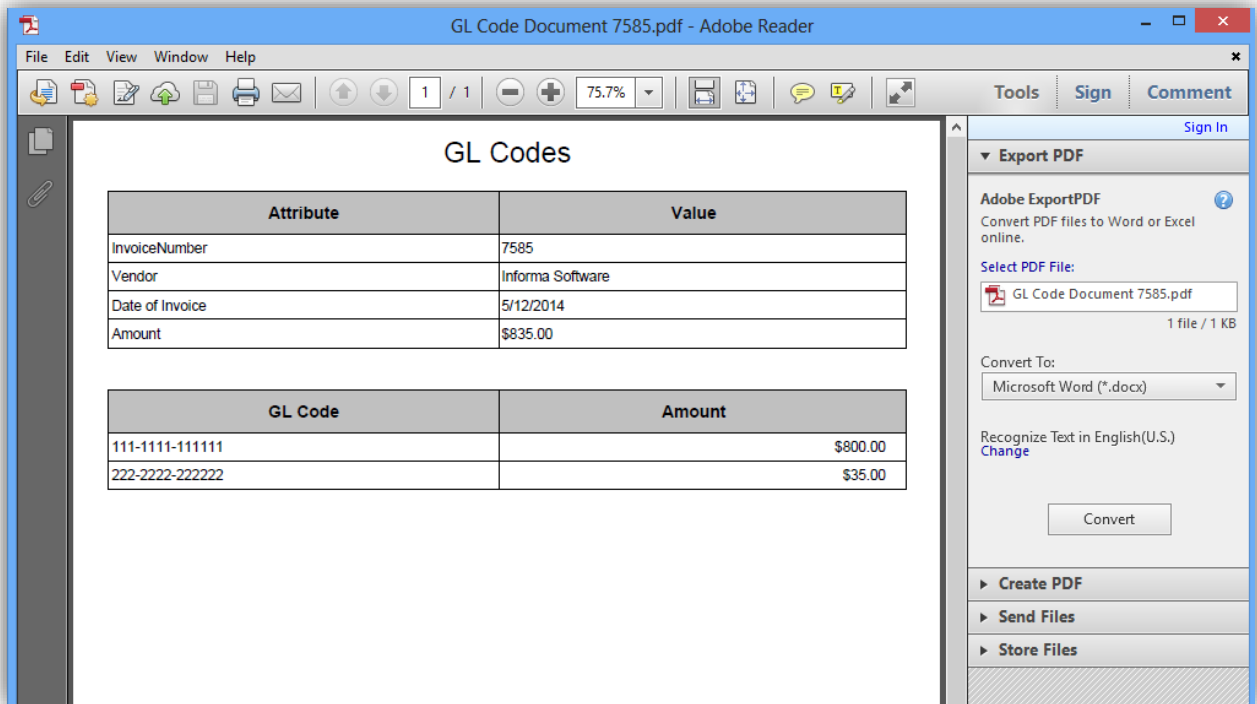
Note: Users will not see the GL Codes document type unless they are allowed permissions to the GL Codes Document Type.

Document Locking

When a Workflow Task is opened by a user, a lock is applied to the item until the user closes the item or the lock has expired.

In the example below, the selected Workflow Task is assigned to the Final Approval role. Two users are members of the Final Approval role, "Administrator" and "Demo".

If "Administrator" opens the item from their Work Queue and then the "Demo" user tries to open the same item, the "Demo" user will receive a Document Lock error that lets them know a lock was placed on the item and who locked it and when. See the example below.
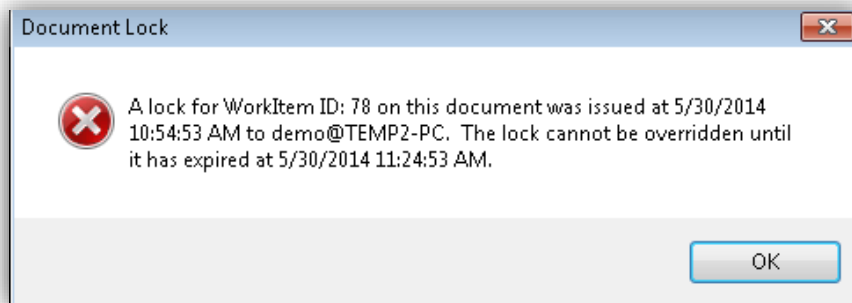
The "Demo" user can click "OK" on the error and the Locked column for the Workflow Task is updated to display a lock icon 🔒 until the item is completed or closed by the user that has it locked.

If a user sees a record with a lock icon, they can hover the mouse over the lock icon to see which user has it locked and when it was locked.
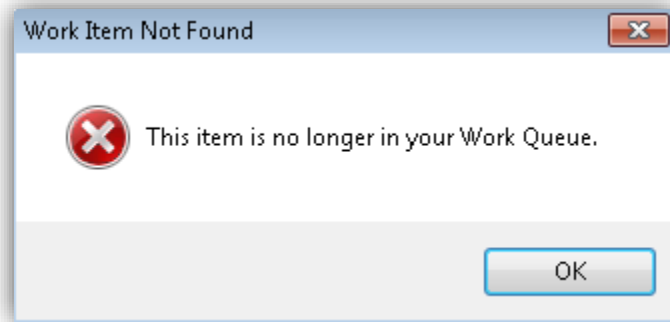

If the "Administrator" user completes the Workflow Task and the "Demo" user tries to open it, the "Demo" user will receive a Work Item Not Found error.


When the "Demo" user clicks "OK" on the error, the error is closed and the Workflow Task is removed from their Work Queue.

If a Workflow Task is reassigned to another User or Role, the following error is displayed to a user that tries to open the item.
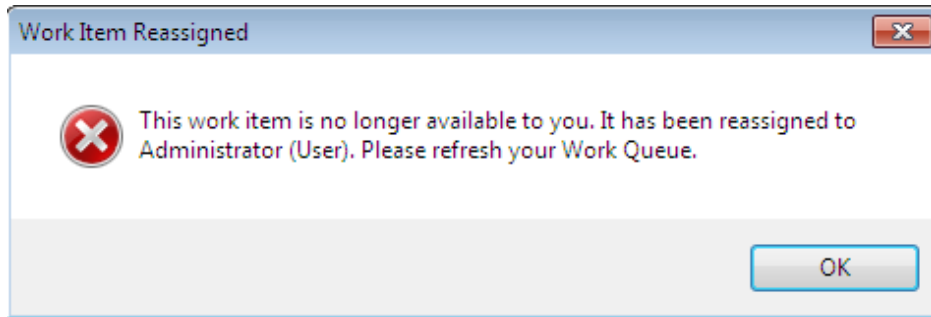
If a Workflow Task is deleted by a user and another user tries to open it, they will receive an error that notifies them that the document is deleted and cannot be modified.
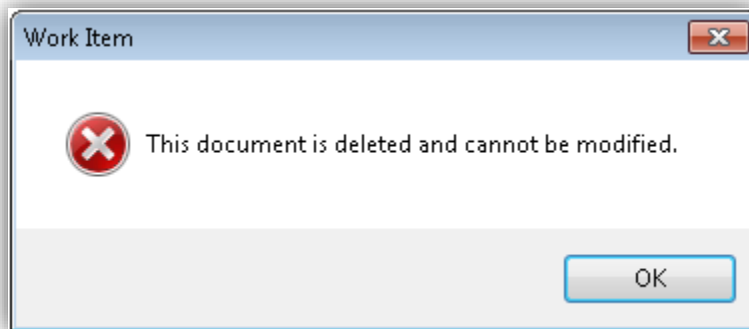
Note: Routing a Workflow Task will create a new Routed work item, but it does not reassign the Workflow Task to the user it was routed to. The Workflow Task will remain in the routing user's Work Queue until it is "Reassigned", "Approved and Assigned to another user" or "completed by another user".

Web-based Workflow Approval

Work Items may also be completed via the e-mail link that is generated after a work item arrives in a user's Work Queue. The screenshot below shows an example of a work queue notification.
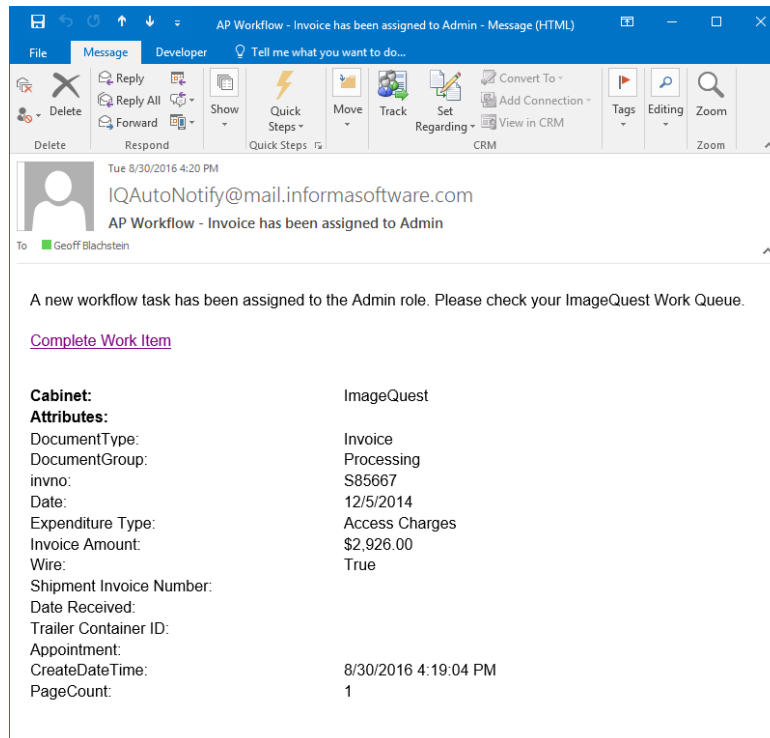
The subject of the email informs the user of the work item type, document type, and if this document was sent to a role or to them specifically. The example on the previous page shows an Invoice Document Type from AP Workflow was routed to the Admin role. Clicking the Complete Work Item link launches the user's default web browser and presents the user with the work item completion screen as shown on the following page.

The web-based workflow approval screen allows the user to "Approve" or "Reject" the work item, as well as edit the document attributes if need be. Since this example is using the built-in AP Workflow, the user must also choose the next person to route this document to. This screen also shows the Workflow History table on the bottom, with any comments that have been added from previous steps. It also displays any GL Codes that have been added. GL Codes can be edited by clicking on the "Edit" button located in the Document GL Codes section.

After a workflow item in the AP Workflow has been completed and routed to the final approval role, a "Complete" checkbox will become available, allowing the user to close the workflow for this document.

Only AP Workflow documents will show the "Complete" and "Route to" fields in the Completion Options section. These fields are hidden for all other custom workflow definitions as routing is done automatically.

Document Locking via the Web Browser

Document locking works exactly the same in the web browser as it does in IQdesktop. If a work item is open in a web browser, IQ desktop will show that the document has been locked and that lock stays valid for 30 minutes. The only difference is that instead of showing the user's PC name as owning the lock, it will show up as the IQ server name.

Note: If a work item is open in a browser, the user will need to complete the work item or press the cancel button in order to release the record lock. Closing the browser window without completing or canceling the work item will not release the record lock.