AP Invoice Entry Paperless Workflow

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Scanning Documents & Invoice Required Information

Prior to starting Invoice Entry Proof, you will want to scan and save all documents for the batch. Each invoice should be done separately.

For importing of the documents, it is recommended you create a folder of scanned docs to pc for easier search access and name something that is easy to locate. Below is an example only, please use what is required per your procedures. [Example: Vendor # 37165 INV # 20132193]

**Documents will only need scanned if not already available on PC

Each scanned invoice document should include the following **required** information.

- Invoice (**all pages** & supporting documentation)
  - Required info for invoice should include:
    - Payee / Vendor #
    - Address (Remit)
    - Invoice amount
    - Invoice #-if using an invoice number other than what is on the invoice the number needs to be added to the document.
    - Purchase order
    - Approval (good received and or service completed.
  - Informational stamp at the top of scanned invoice should include Vendor #, PO#, Ok to pay Signature. An example of a stamp made in Adobe is listed below. If an Invoice # needs to be added it could be put into the Notes on this stamp.

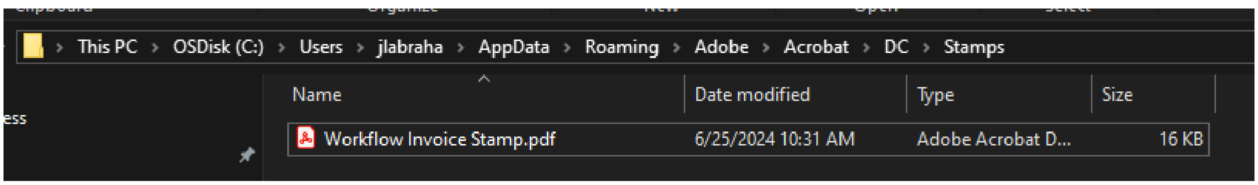
Invoice Stamp

Save the template in the location shown below.

- You will need the Word version of the instructions to open the ap stamp.pdf
    - Word version

ap stamp.pdf

*When you open the stamp, scroll all the way down the page to see the stamp.



Saving the template:

OSDisk [C]

Users

jlabraha->will be your user name

AppData

Roaming

Adobe

Acrobat

DC

Stamps

Update doc name to Workflow Invoice Stamp

Select OK

Adding Stamp into Adobe

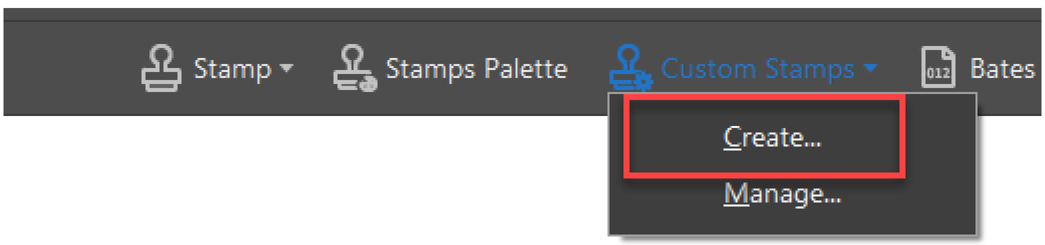
Open Adobe Acrobat

Select-> See all tools

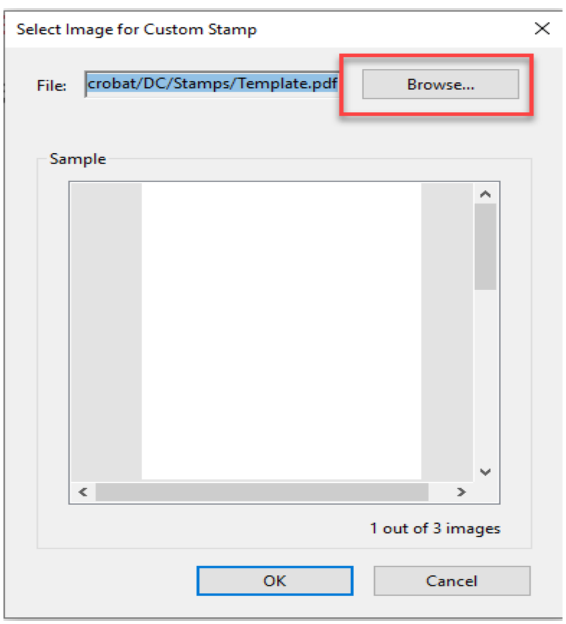
Select the Stamp icon

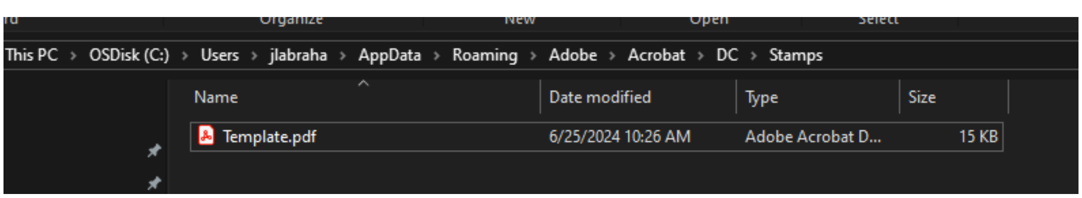
Select Custom Stamps

Select Create

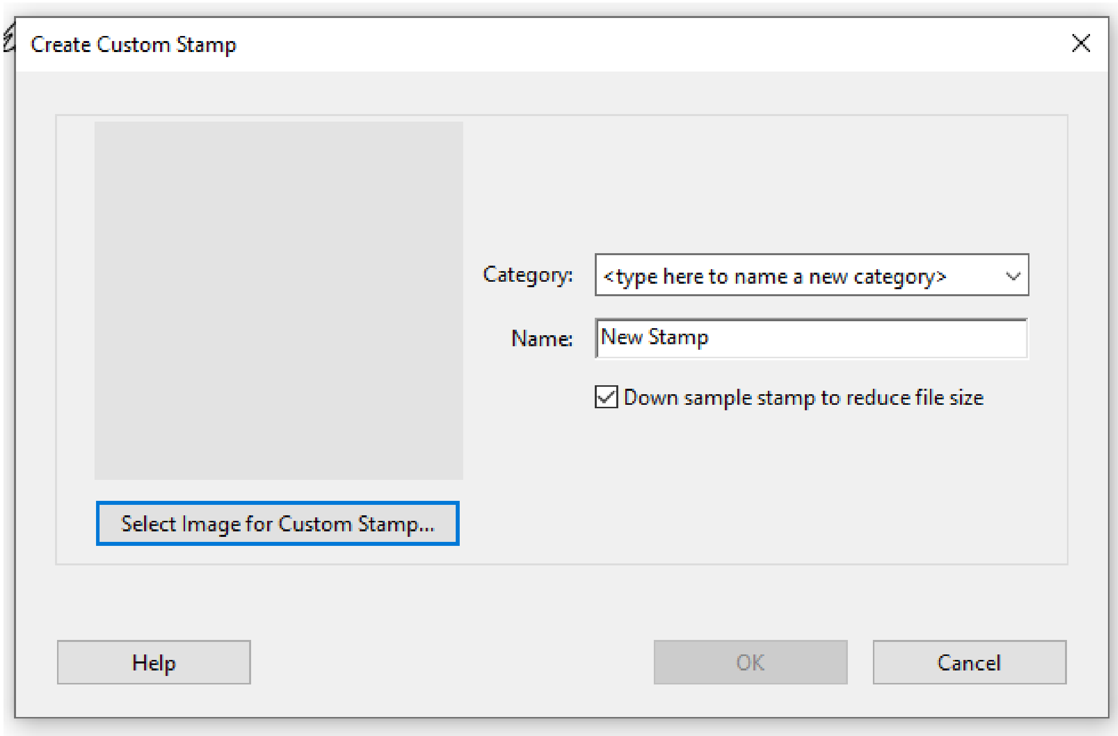


Select Browse – Go find stamp template you just saved above.



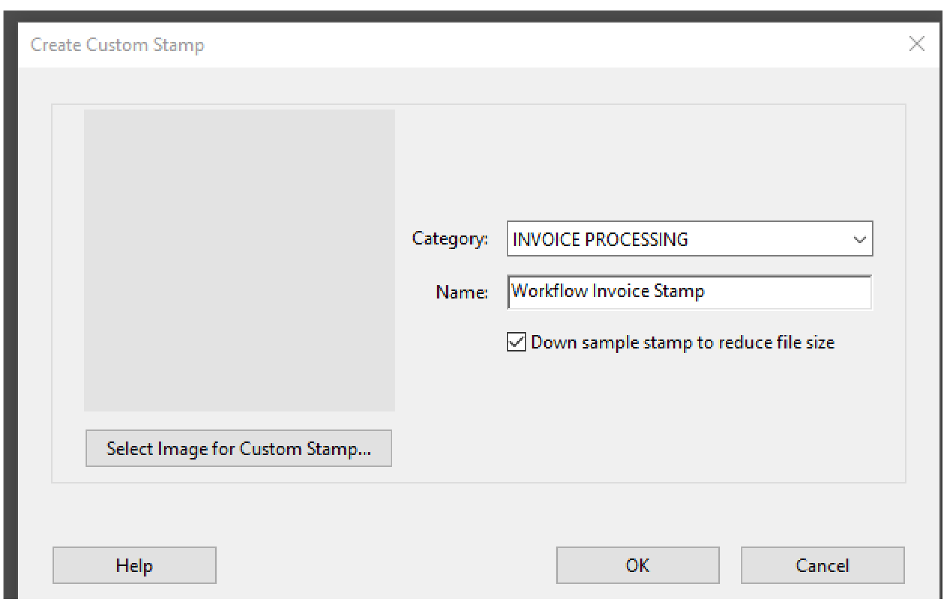


Select Ok



Enter new category -> Invoice Processing

Enter new Name ->Workflow Invoice Stamp

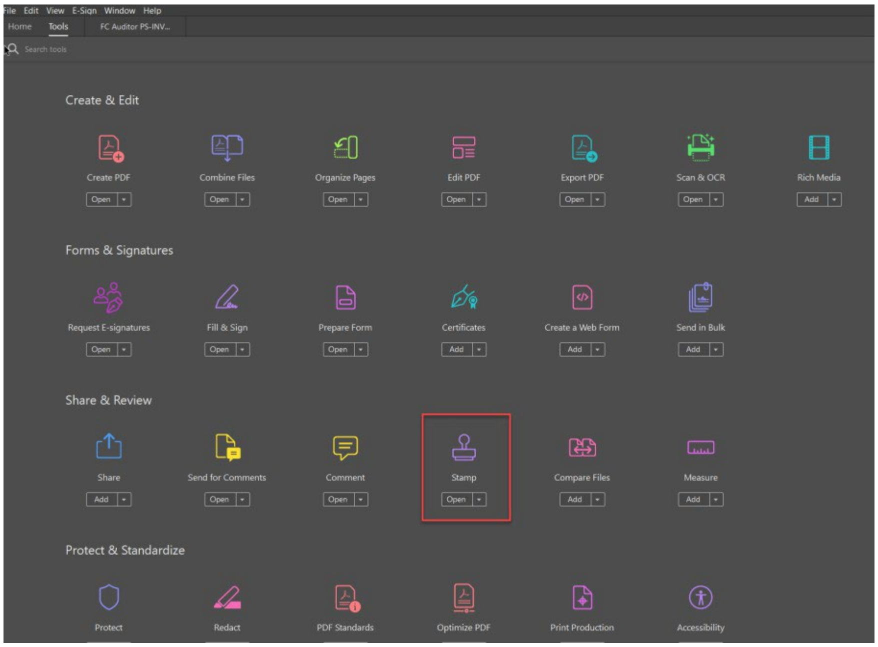


Select Ok

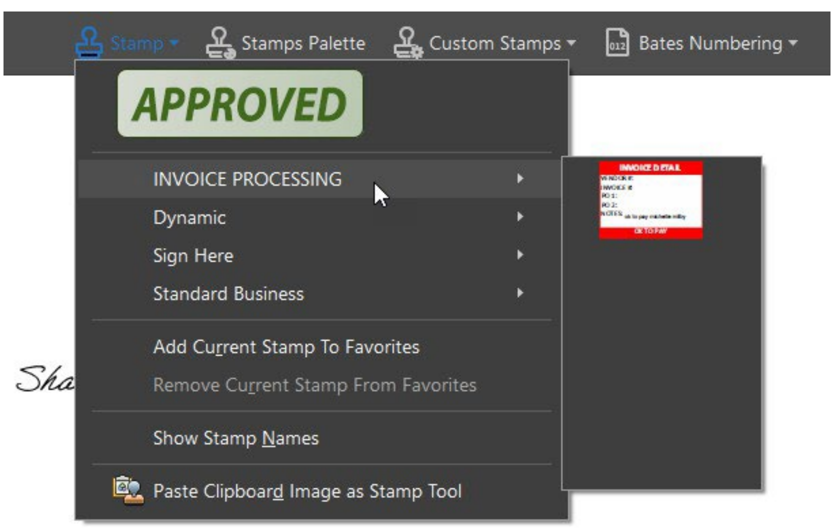
Adding Stamp to Invoices

Go to your scanned invoices folder and open an invoice.

Open Stamp from tools tab



Using the drop-down arrow on the Stamp Icon select Invoice Processing - then select >stamp image



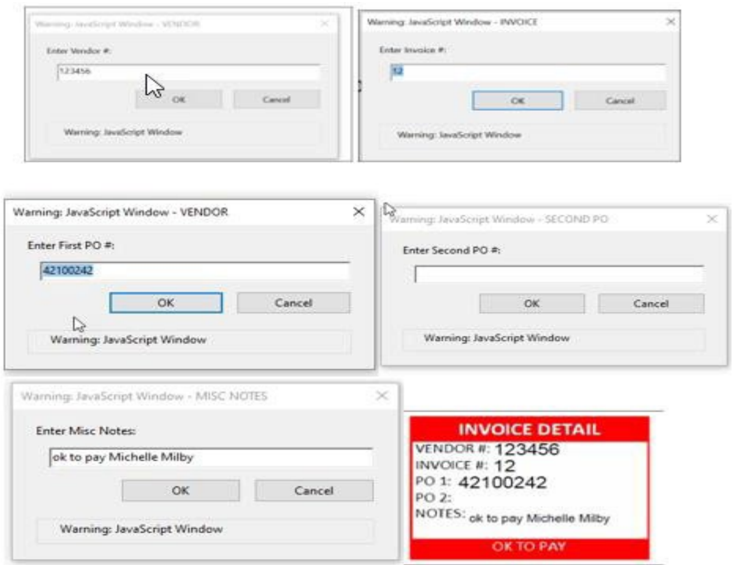
Your stamp will now appear in the invoice

Left click to open the invoice details box

Fill in the invoice details

Hit ok for next item until done

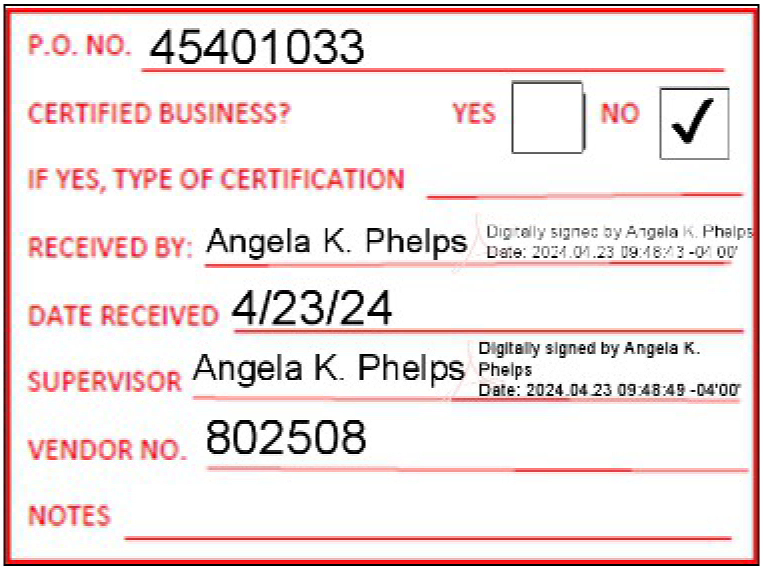
Adjust size and position on invoice as needed



Save the Invoice

Go to next invoice and repeat process.

ANOTHER STAMP EXAMPLE ONLY

- 

P.O. NO. 45401033

CERTIFIED BUSINESS? YES ☐ NO ☑

IF YES, TYPE OF CERTIFICATION

RECEIVED BY: Angela K. Phelps Digitally signed by Angela K. Phelps Date: 2024.04.23 09:48:13 -04'00'

DATE RECEIVED 4/23/24

SUPERVISOR Angela K. Phelps Digitally signed by Angela K. Phelps Date: 2024.04.23 09:48:49 -04'00'

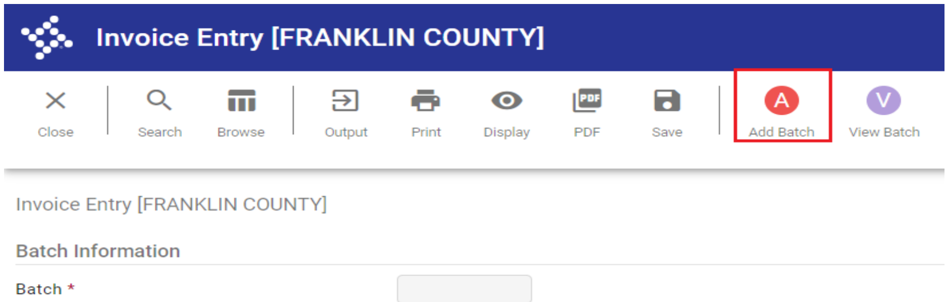
VENDOR NO. 802508

NOTES

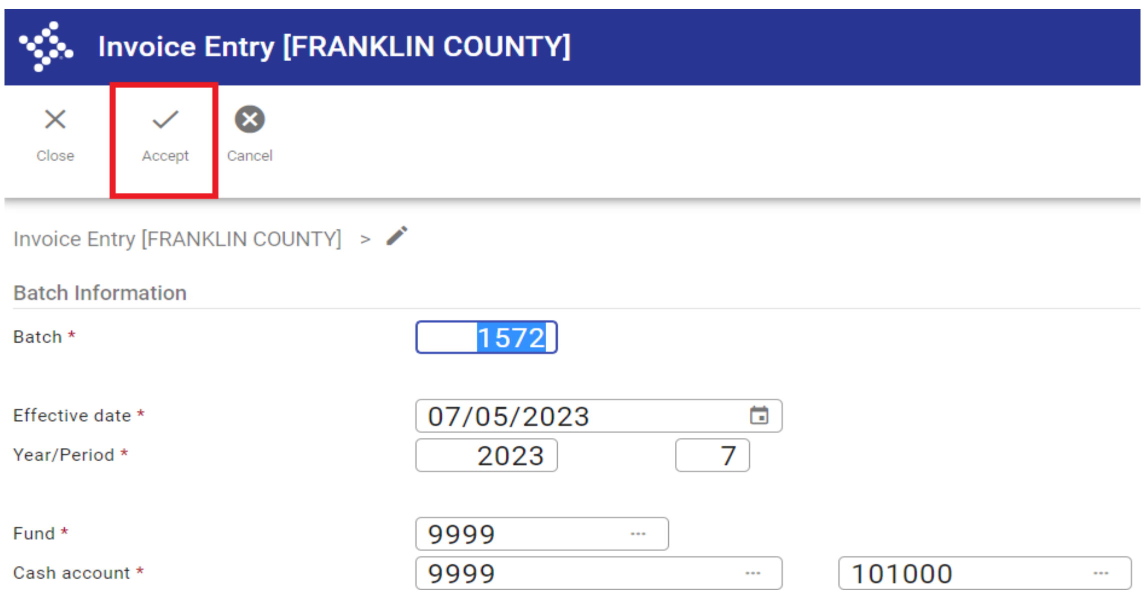
- Special invoice processing will need to include **HOLD or ATTACHMENTS at** the top of scanned invoice.
  - CHANGE DEPT CODE TO **3XXSP** (XX=Agency code) to initiate special handing workflow in Auditors AP department
  - Use Adobe Acrobat Pro
- DEPT CODE 3XXPC should be used for **P-Cards-THESE WILL STILL BE ON PAPER.**

Once all documents are scanned and saved in the designated folder you may begin keying.

Keying an Invoice in ERP

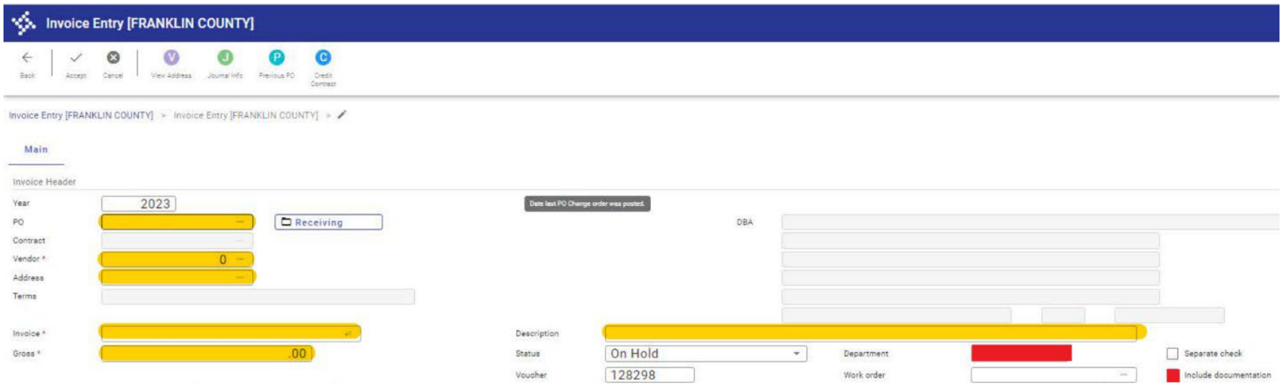


- Enter "Invoice Entry" from the ERP Hub
  - Select add a batch
- Select Accept



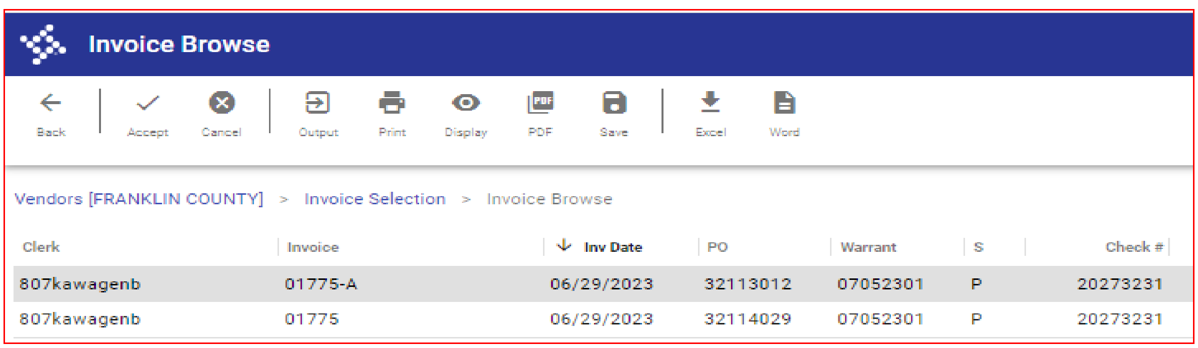
- Enter necessary data in the fields for invoice.
  - **Department code is required field** if left blank workflow will not be initiated & invoice will not process.
    - **Attachments and Holds** will require a specific department code **3XXSP** and PCARDS will require **3XXPC**
      - Select "Include Documentation" when using attachments.

- If Department Code is not your agency code, it will not go to the correct approver.

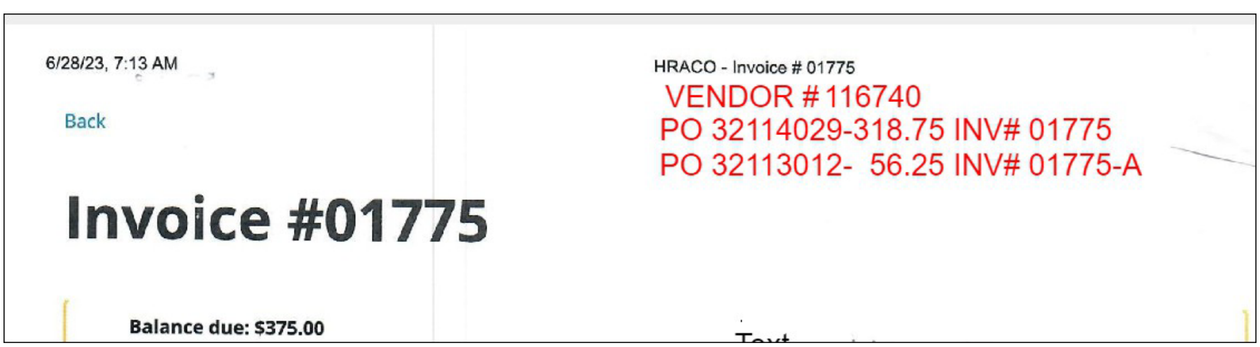


<u>Guidelines for Multiple PO's for one Invoice</u>

- List both PO #'s along with the dollar amount to be paid on the first page of the invoice (should = the invoice amount)
- The invoice will be keyed separately for each PO using an A, B, or C and so on after invoice #
- Highlight each PO and amount that is being keyed for each invoice
    - See Example below
- Invoice and all documentation should be scanned for each invoice



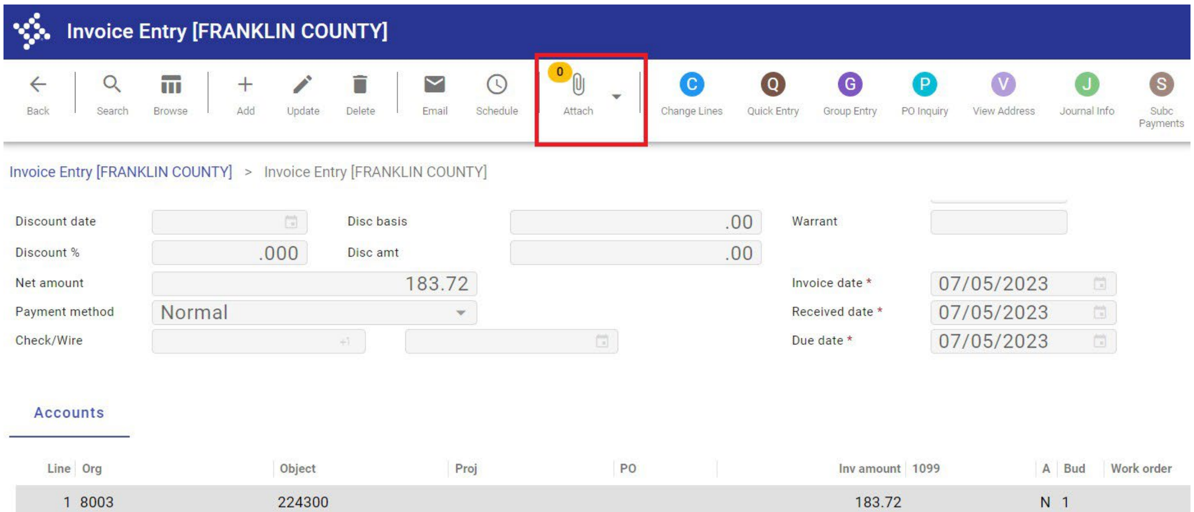
Clerk	Invoice	Inv Date	PO	Warrant	S	Check #
807kawagenb	01775-A	06/29/2023	32113012	07052301	P	20273231
807kawagenb	01775	06/29/2023	32114029	07052301	P	20273231



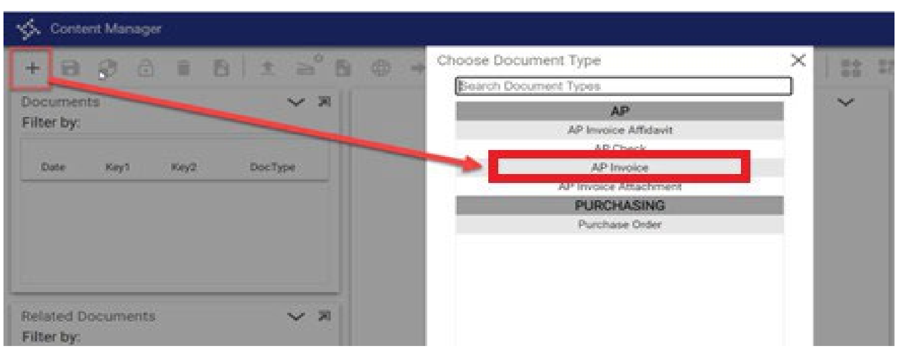
Attaching a Document

Once you complete entry of the invoice select Accept, then you will see a new row of commands appear at the top.

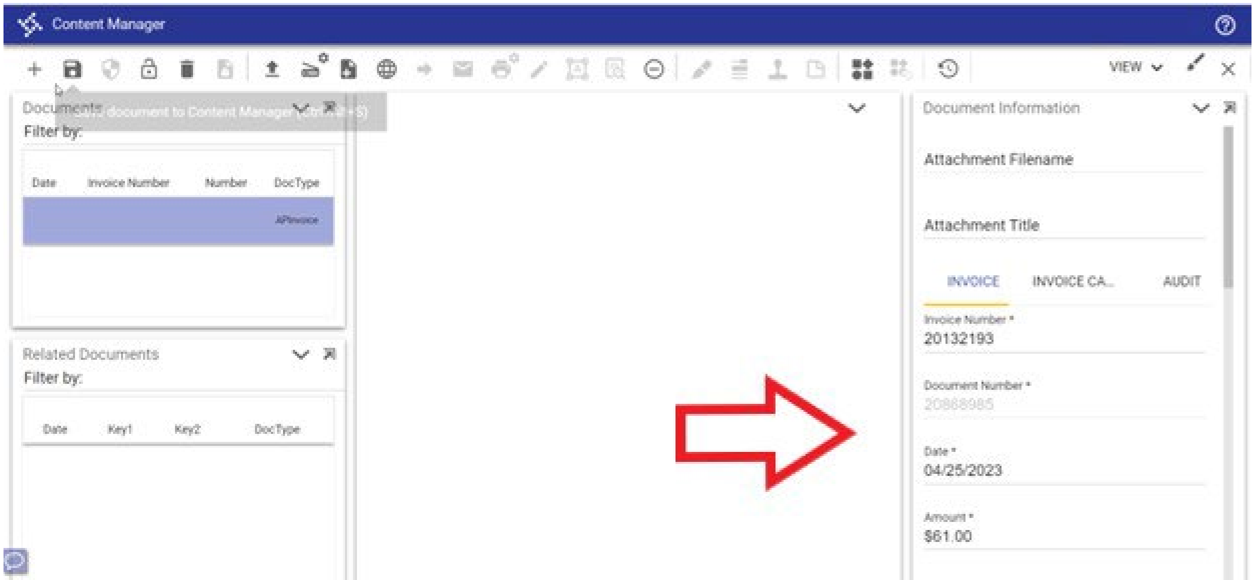
- Select Attach



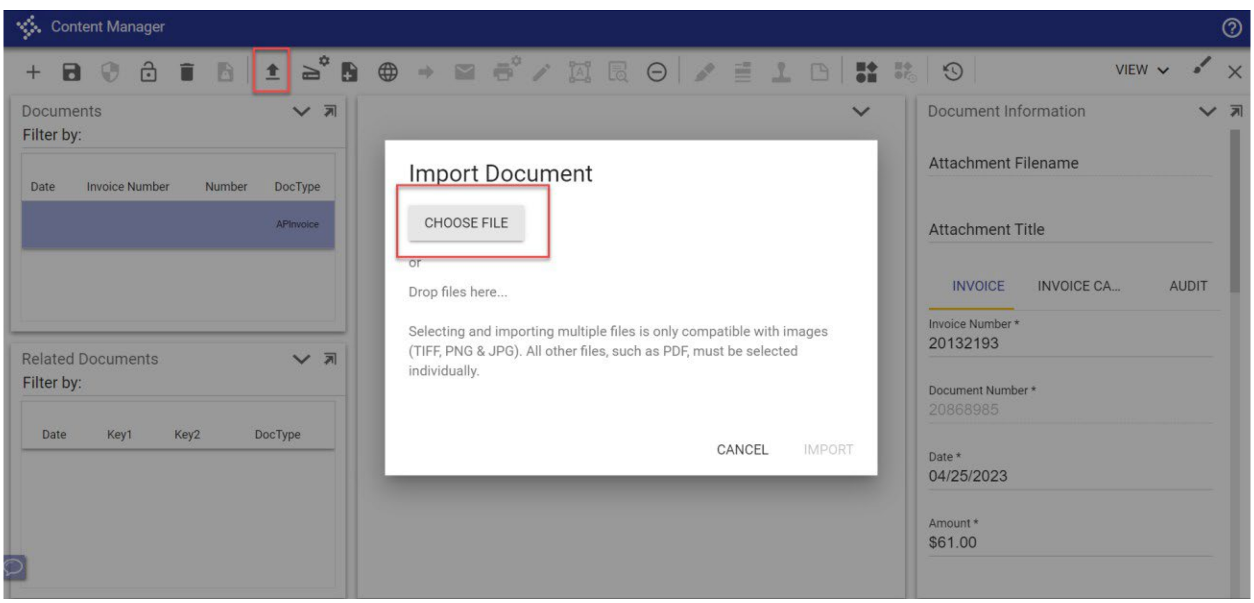
- This will open the Content Manager page.
- Select +(add) button to create a new document.
    - Select AP Invoice



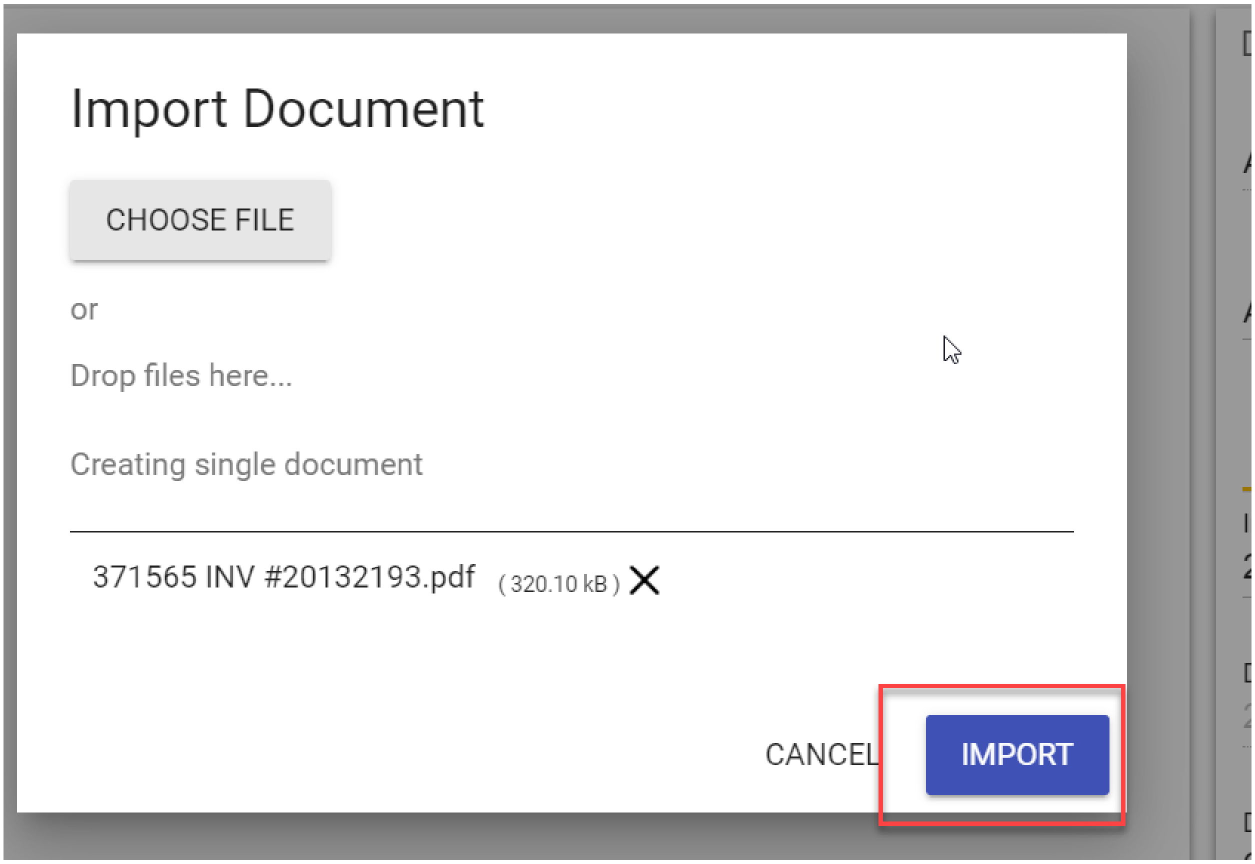
- The information from the invoice will now appear on the right under Document Information.



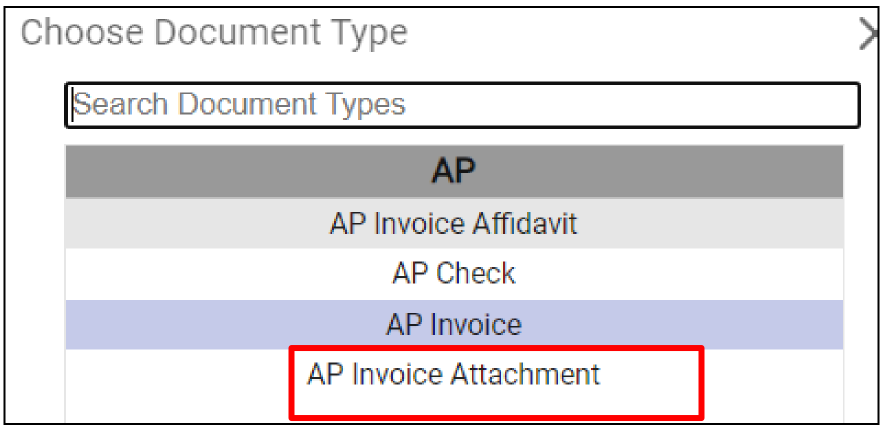
- Upload scanned invoice

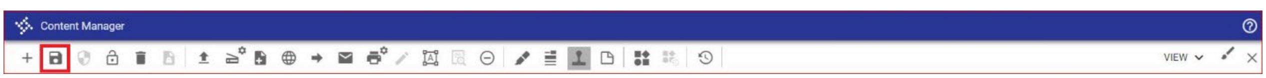


- Once File has been selected, import button will be available to select.
- You also can use the Drag and Drop Process

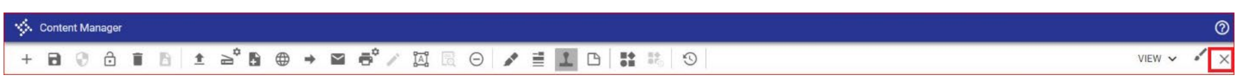


- The scanned invoice will now appear in the Content Manager page.
    - Verify that the invoice document matches the invoice information entered.
        - If wrong document was uploaded click the X in the corner of the viewer, without saving and repeat above to attach the correct document.
    - Save the upload.
    - If you have an **Attachment**, you will do the above process again using **AP Invoice Attachment**-this is what you want mailed with the check.





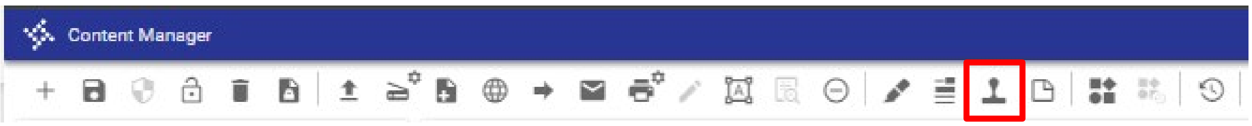
- Close out of the content manager page.



Wrong Document Uploaded

If the wrong document has been uploaded for an invoice use the following steps:

- Upload the correct document to the invoice.
- On the incorrect document select the Stamp button at the top of content manager

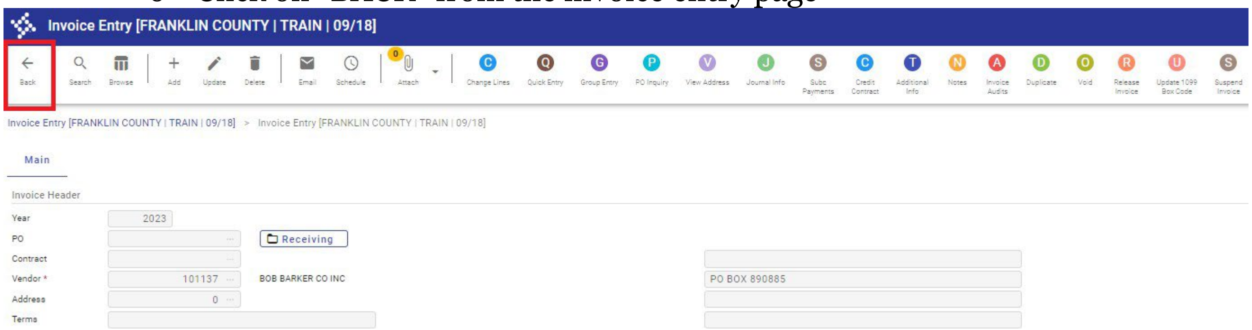


- Create a text box by clicking and dragging at the **top** of the document.

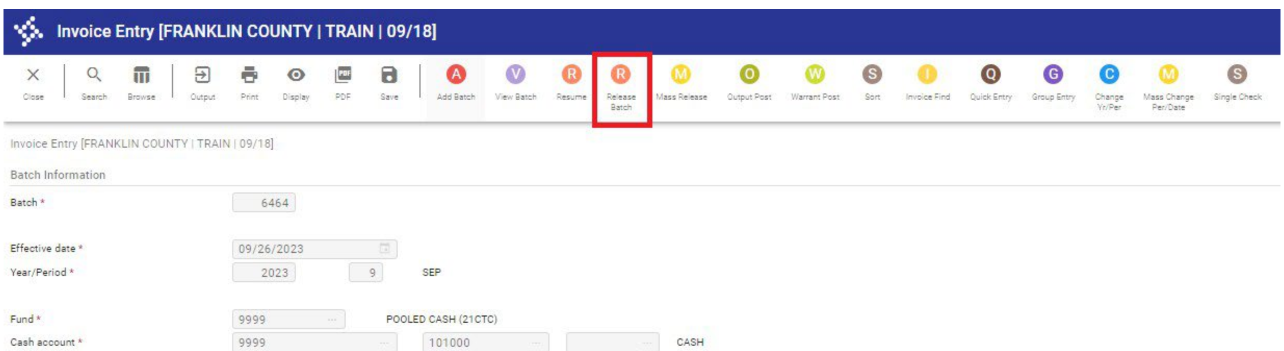
- Change the message to DELETE and font color to red.
    - Save the Edit Text box and then save the document in TCM.
    - The Auditor's office will remove the wrong upload and use the correct one for auditing purposes.

Releasing a Batch

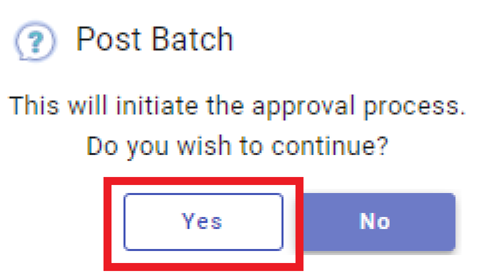
- Once all invoices have been entered into ERP and corresponding documents uploaded through Content Manage
    - Click on "BACK" from the invoice entry page



- Select Release Batch at the top of the page.



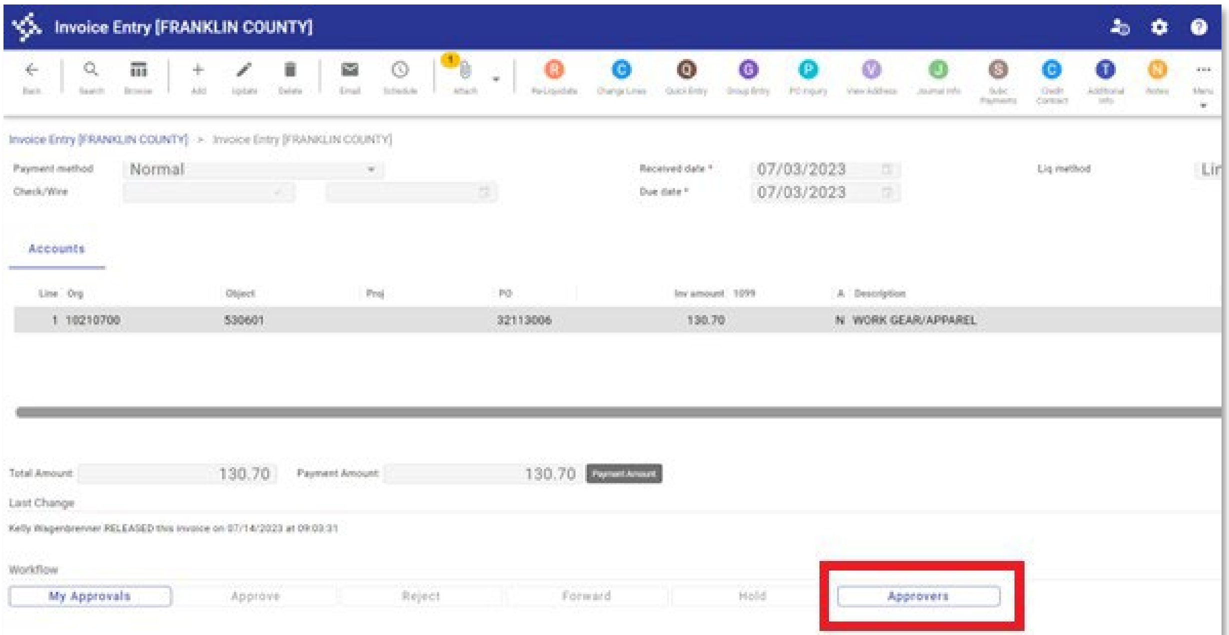
- The following pop up will appear.
    - Select "Yes"



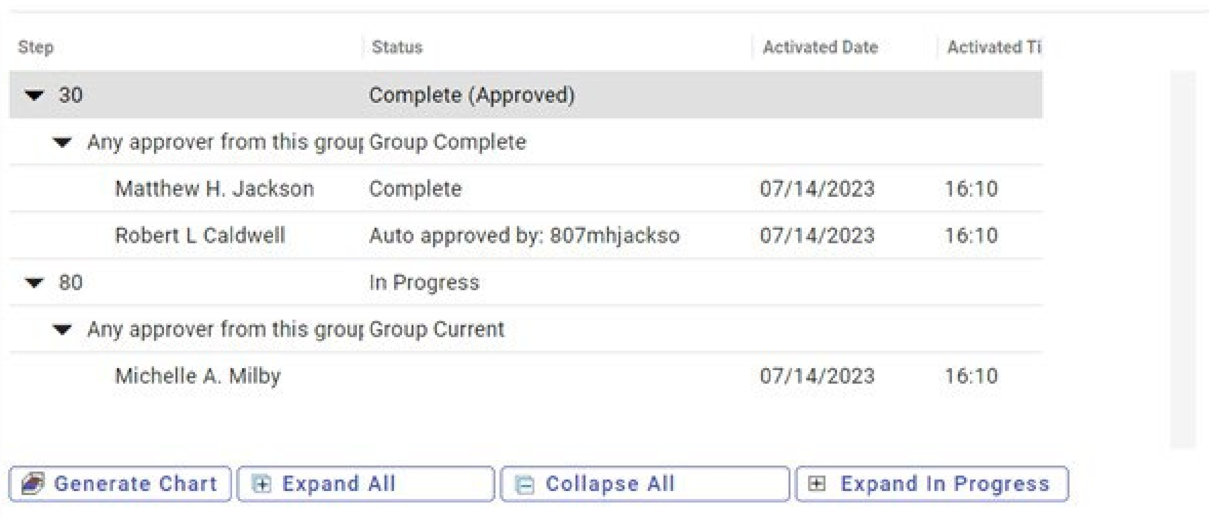
- This will now initiate Workflow and send the invoices to the first approvers.

Checking the Status on Invoices in Approver Step Tree

- In invoice entry click on "approvers" towards bottom of the page

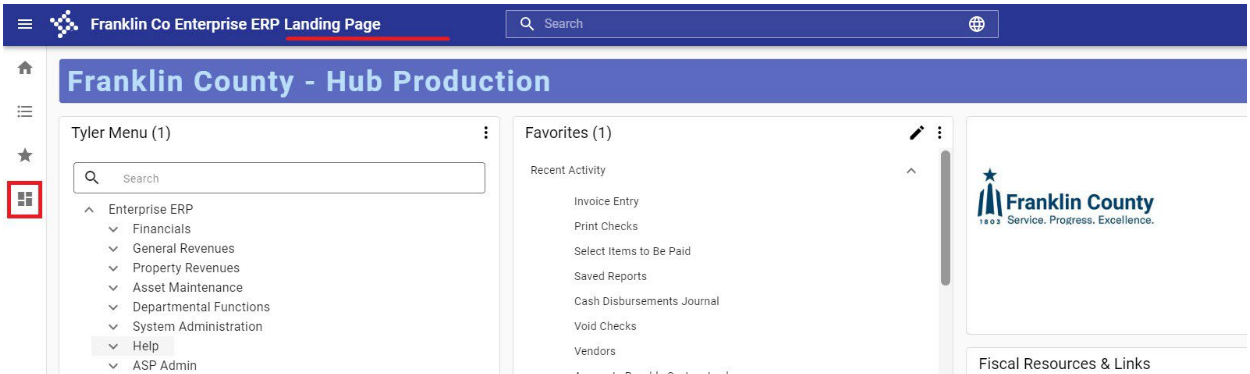


- The next screen will allow you to track where the invoice is in the approval process as well as see who the approvers are for each step.

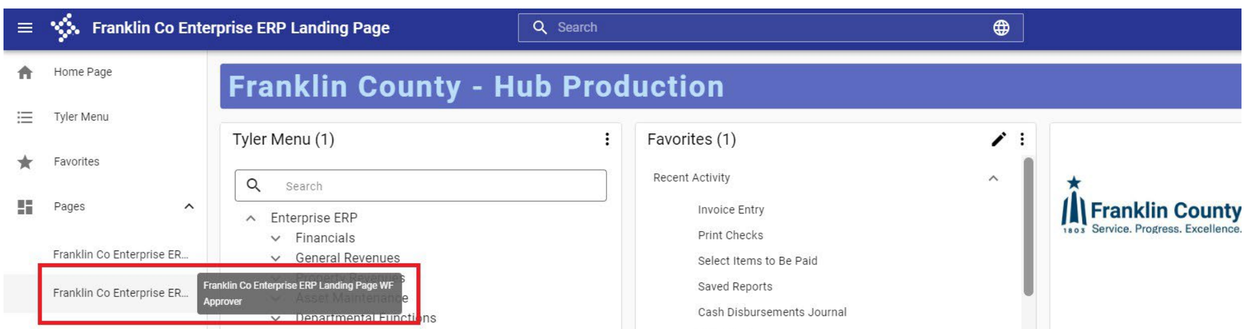


Setting up Workflow Approver page

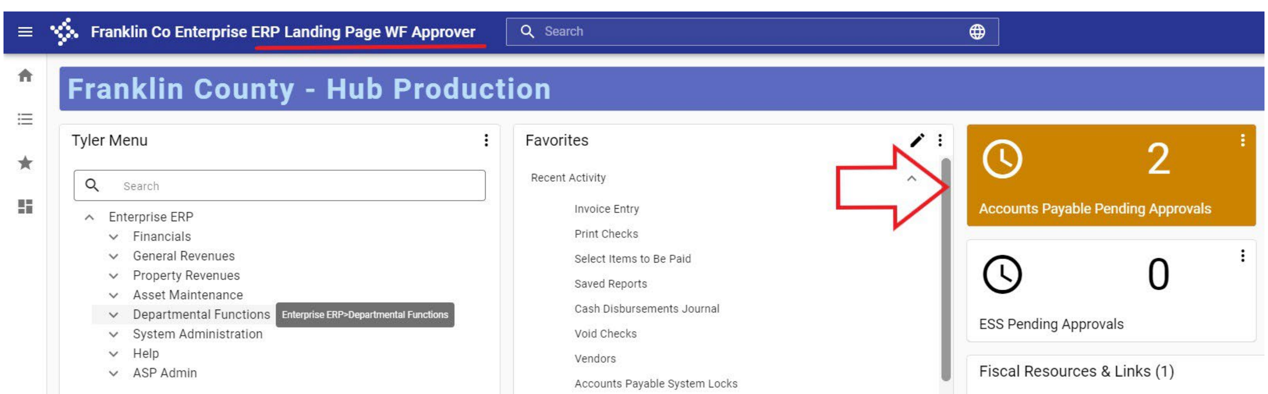
- Select the "Pages" icon on the left of the home screen.



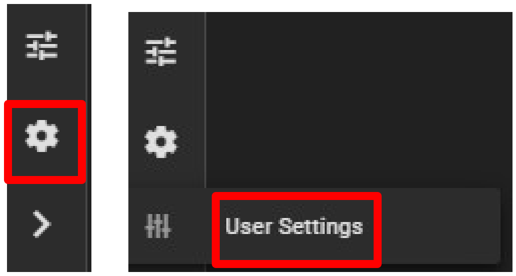
- Select the "Franklin Co Enterprise ERP Landing Page WF Approver" page from the drop-down options.



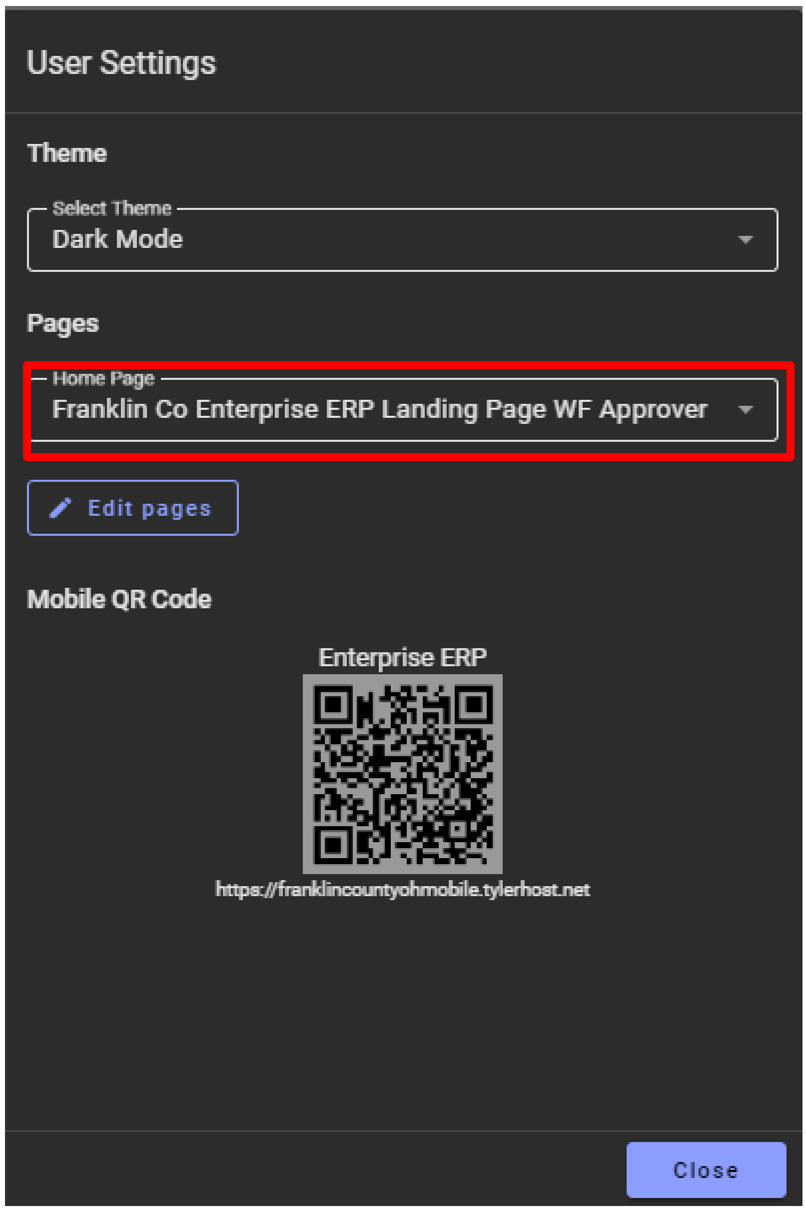
- The page should now include pending approvals on the right.



- To save this as your page click on the settings button at the bottom left of the home page.
    - Click on "User Settings"



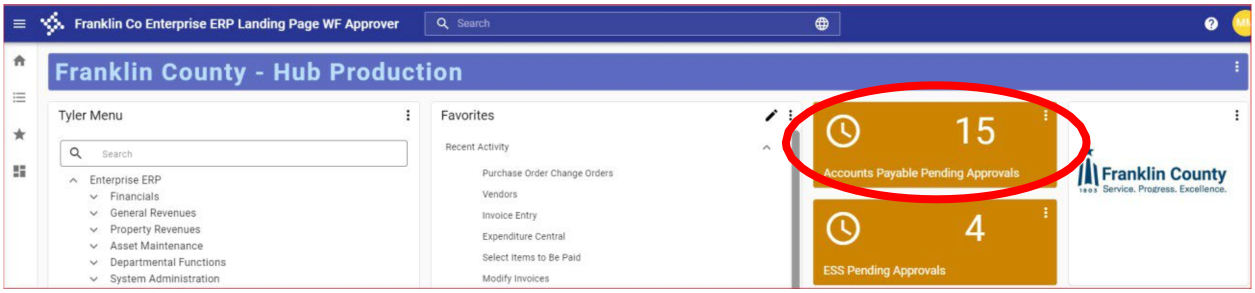
- From the pop-up screen change your home page to be the WF approver page then close.



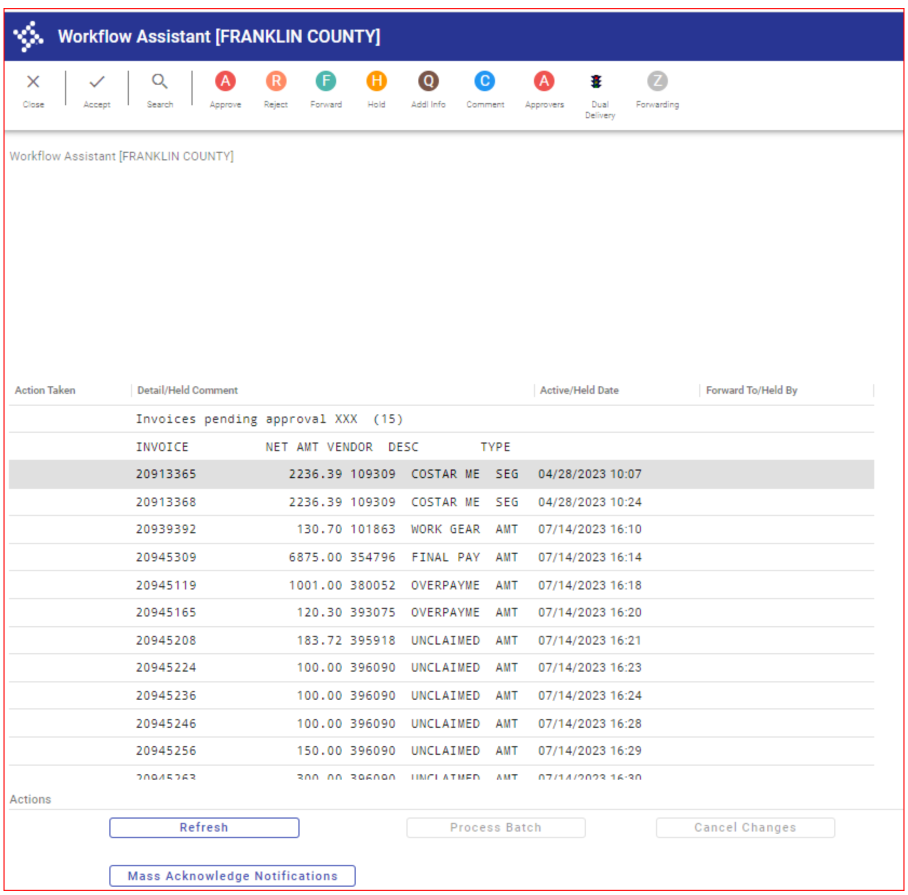
Approval Process

Approvers will need to sign into ERP. On the landing page there will be a card for invoice approvals.

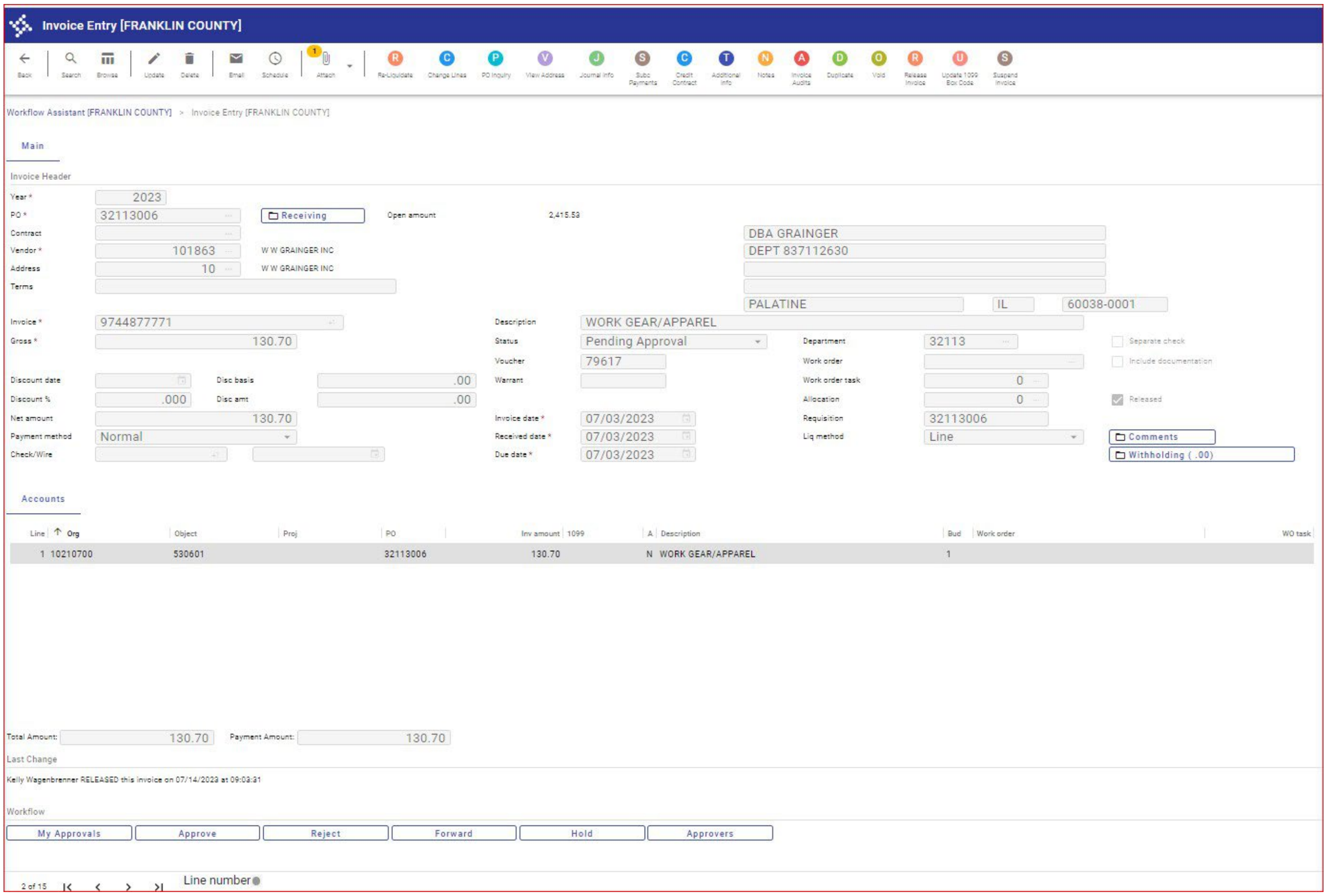
Click on the box for Accounts Payable Pending Approvals



A list of pending invoices will appear, click on the first invoice, and Enter or Accept 



This will bring up the invoice detail, click on Attach  to see invoice image. Invoice will display in new tab. Review the scanned invoice and compare to invoice entry details to ensure accuracy.

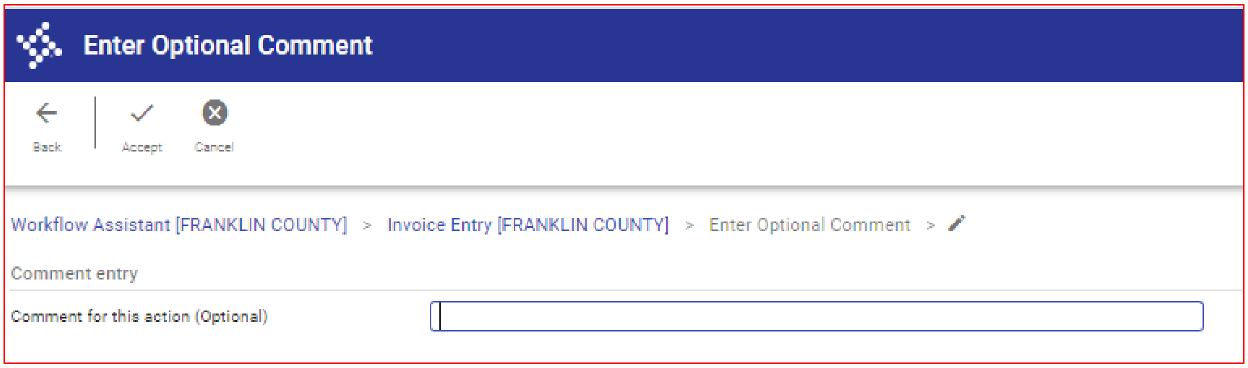


At the bottom of the Invoice Entry Screen an approver can take several actions:

- My Approvals (This will take you to a list of Invoices Pending Your Approval)
- Approve (Approves the current invoice record)
- Reject (Rejects the current invoice record – Notes will be required to confirm this action. This action will send Invoice back to Keyer)
- Forward (This forwards the invoice to alternate workflow approver)
- Hold (This flags the invoice as on HOLD and requires notes to confirm informing other approvers of hold reason) ->Must notify originator (keyer) of hold

- Approvers (Displays entire approval tree for this invoice showing all approval steps required to complete and post invoice)

All above steps require additional confirmation with capability for notes (HOLD, REJECT, and FORWARD notes are required)



The invoice will then move to the next Approver or to the Auditor Accounts Payable staff for final approval and posting.

Reject vs Deleting Entry

- If an entry needs to be removed from ERP because of an issue.
    - The Auditor's office will not "delete" invoices from ERP.
        - Deleting invoices removes any records of the invoice being keyed and going through the workflow process.
- When possible, invoices should be rejected.
    - This will send the entry back to the individual who keyed it. They can then follow the instructions below for rejected invoices to resubmit once corrections are made.
- **IF** an invoice needs to be removed.
    - Request the invoice to be **Voided**
            - Send Email to audr-ap@franklincountyohio.gov
        - This will keep a record of the invoice in ERP but remove it from the workflow process.
        - If the invoice needs rekeyed add something to the end of the invoice number such as an **A**. (invoice # 12345 becomes 12345A)

Correcting Rejected Invoice

In the event an invoice is rejected to update the entries in ERP, these are the steps to follow to update and resubmit the invoice for approval:

An email is sent to the person that released the batch stating the invoice has been rejected.

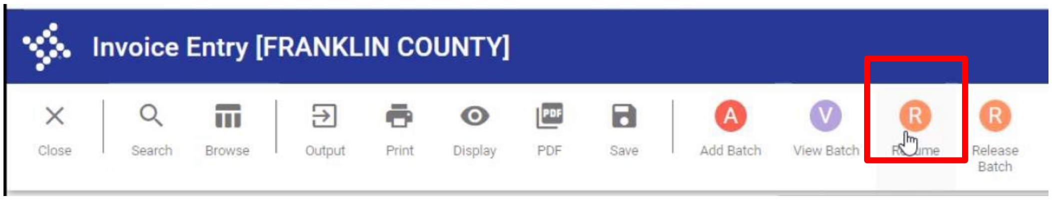
From: munisadmin@franklincountyohio.gov <munisadmin@franklincountyohio.gov>
Sent: Wednesday, November 8, 2023 7:07 AM
To: Wagenbrenner, Kelly A. <Kelly.Wagenbrenner@franklincountyohio.gov>
Subject: Pending invoice rejected

The following invoice has been rejected. The rejecting approvers comment was:
CANNOT PROCESS IN WORKFLOW

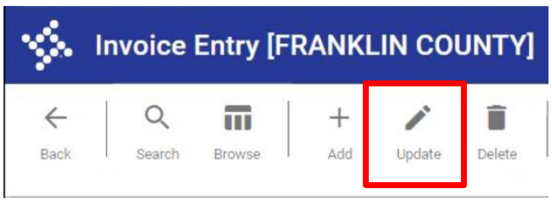
User 807kawagenb has entered the invoice 060-113966 (document 20994623) for vendor 801584 totaling 184462.59 for department 321SP, warrant 0127ACH1, and a description of NEW CONSTRUCTION PROJECT 13894, #2,3,6.
To view additional information about this Munis item use this link:
Additional Information

This is a Munis system generated message. Please do not reply to this unmonitored mailbox.

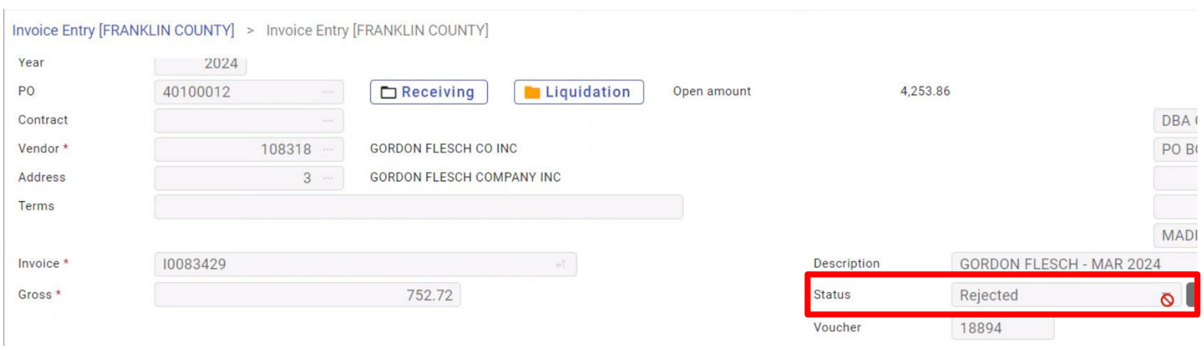
In the Invoice Entry screen, select Resume from the toolbar:



Once you are on the entry screen, select Update:

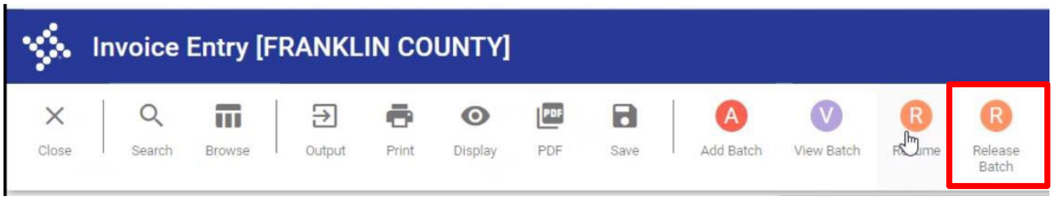


In addition to making any updates in the batch, you will also need to update the Status field, which is between the Description and Voucher fields:



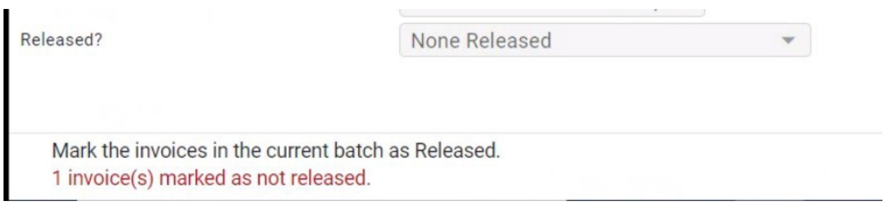
From the dropdown menu in the Status field, select On Hold:

Once you complete your entries and go back to the main screen, select Release Batch from the toolbar:



Since the Batch had been previously released, this action will un-release the batch. In the pop-up window that appears, select Continue:

In the bottom left corner, you will get a message that the invoice is marked as not released. Field will update to None Released:



Select Release again from the Toolbar to re-release the batch, which will initiate the workflow for approval. In the pop-up window, select Yes to post the batch:

Once you select Yes, the Released? Field will update from None Released to All Released:

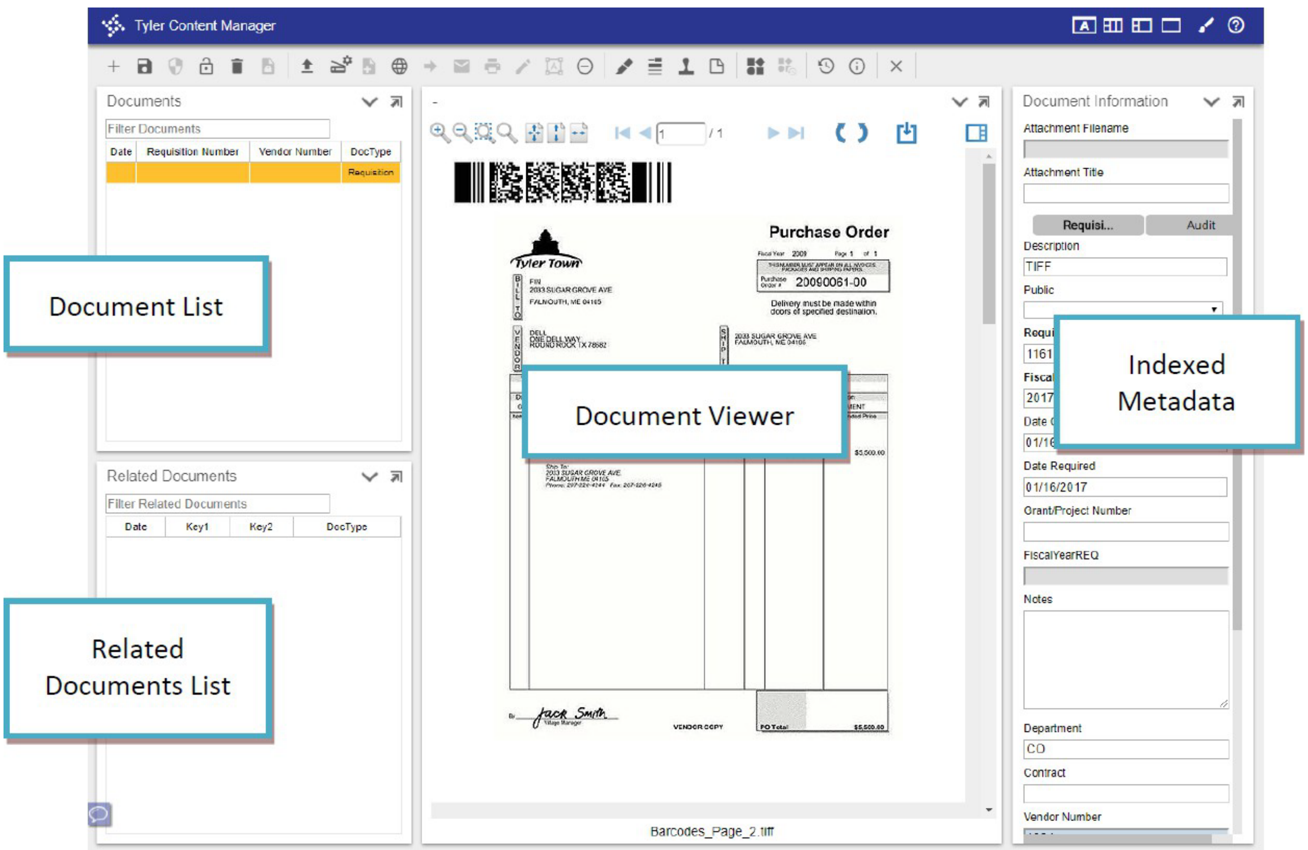
Using TCM SE

The Tyler Content Manager SE User Guide provides general instructions on using Tyler Content Manager Standard Edition (TCM SE). This document covers using TCM in conjunction with Munis. It does not cover using TCM as a standalone product.

Within this document, the terms *attachment*, *content*, *document*, *file*, and the like are used interchangeably to describe the data that can be captured and retrieved using TCM SE.

TCM Viewer Interface

The TCM Viewer consists of four resizable panels: Document List, Related Documents List, Document Viewer, and Indexed Metadata.



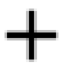
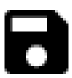
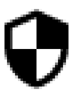
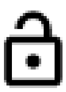
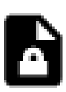
- Documents List – Displays search results or newly created documents.
- Related Documents List – Displays documents related (via Metadata) to the currently selected (in the Documents List) TCM record.
- Attachment Viewer – A visual of the attachment selected in the Document List.
- Indexed Metadata – Displays the metadata of the currently selected TCM record.

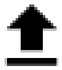
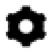
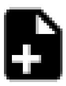
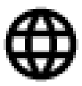
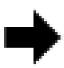
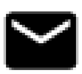
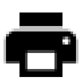
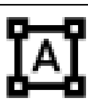
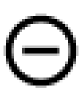
To resize a pane, place your mouse pointer on the dividing line between two panes and with the double arrow ⇔, click and drag a pane to the desired size.

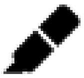
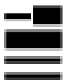
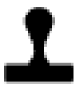
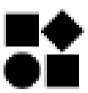
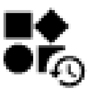
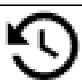
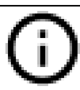
TCM Toolbar and Navigation

There are various functions placed on the toolbar. The Ribbon Bar has been replaced with a new Tyler UX Toolbar and the collapsible categories have now been removed.

Toolbar Commands

Icon	Description
Document Group	
	New: Creates a new document.
	Save: Saves the active document in its current state.
	Document Level Permissions: Not currently used by Munis.
	Confidential: Marks/Unmarks a document as Confidential.
	Delete: Deletes the active document and attachments.
	Finalize Document: Not currently used by Munis.

Attachment Group	
	Import: Attaches a file from your PC or a networked drive.
	Scan: Scans document(s).
	Scan Settings (clicking only on the Cog part of the icon): Opens scanner settings dialog.
	Create: Creates and attaches certain new file attachments via 3rd party software such as Microsoft Word and Excel.
	Embed: Attaches an embeddable URL link. This can include YouTube, Google Maps & other online content.
	Export: Exports currently selected file attachment as a downloadable file.
	Email: Creates a new message using default mail application that includes a URL link to view the active document.
	Print: Generates printable PDF of the selected attachment(s).
	Edit: Edits certain file attachments via 3rd party software such as Microsoft Word and Excel.
	Capture: Populates metadata using text in the file attachment. Usable on tiff images only.
	Remove (Attachment): Deletes the attachment only; the document record and associated metadata will remain.

Annotations Group – Auditor Accounts Payable use only *NOTE: Annotations apply to image files (for example, .tiff, .jpg, .bmp, and so on).*	
	Highlight: Highlights an area on the file attachment.
	Redaction: Redacts an area on the file attachment. This feature requires administrative permissions.
	Stamp: Places a text stamp on the file attachment.
	Sticky Note: Places a sticky note on the file attachment.
Workflow Group	
	Workflow: Initiates the specified Workflow task for the currently selected document.
	Workflow History: Views the Workflow History for the currently selected document.
Tools Group	
	Audit History: Displays the Audit History for metadata & attachments (work in progress)
	Document Information: Displays information about the current attachment (doc id, size, page count, file format, etc.).
Close Group	
	Close: Closes the viewer.

Navigation Bar	
	Zoom in: Zooms in on the attachment.
	Zoom out: Zooms out on the attachment.
	Rubber band zoom: Draws a box on the file attachment and that area will fill the screen.
	Magnifier: Adds a magnifier on the file attachment that can be moved using the mouse.
	Fit to Page: Fits file attachment to viewer window.
	Fit to Height: Fits file attachment to viewer by height.
	Fit to Width: Fits file attachment to viewer by width.
	First Page: Navigates to first page.
	Previous Page: Navigates to previous page.
1 / 5	Specific Page: Navigates to a specific page (of / x total pages).
	Next Page: Navigates to the next page.
	Last Page: Navigates to the last page.
	Rotate Clockwise: Rotates the current page clockwise.
	Rotate Counter-Clockwise: Rotates the current page counter-clockwise.
	Download: Downloads the attachment in it's original form (plus annotations).
	Thumbnails: Opens the Thumbnail Panel.

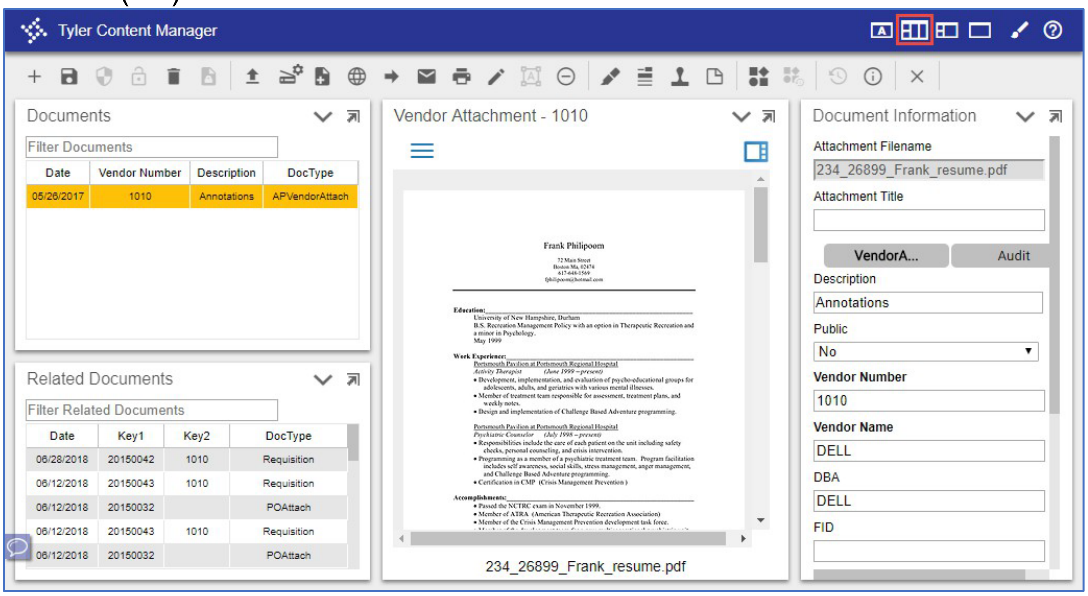
Display Features

There are several features that modify the layout of the viewer.

Responsive Design:

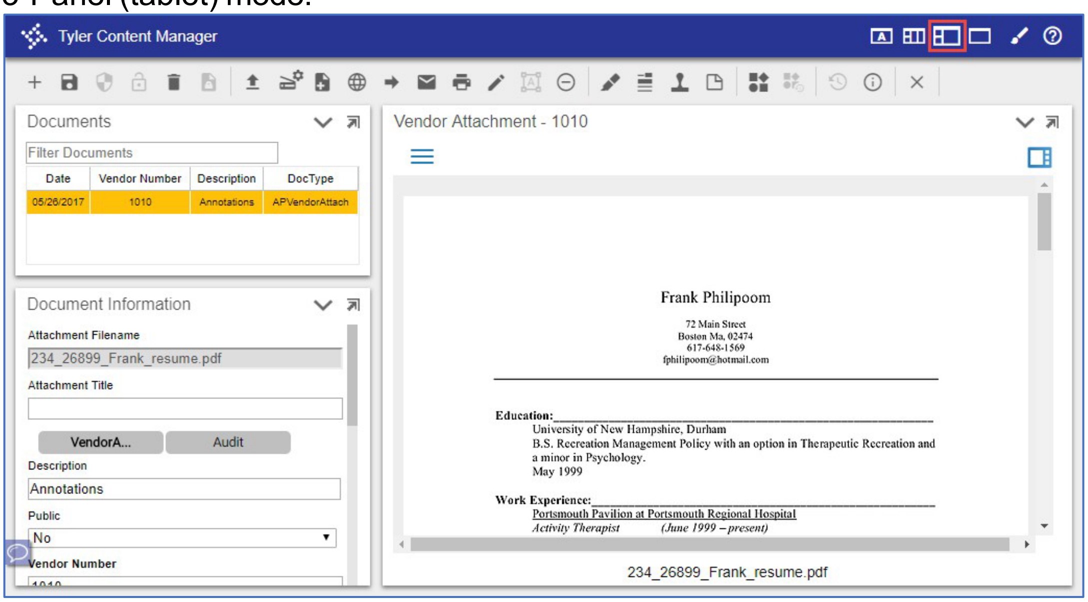
The default layout style is which stands for *Automatic*.
This will automatically adjust the viewer to best fit your device display.

- 4-Panel (full) mode:



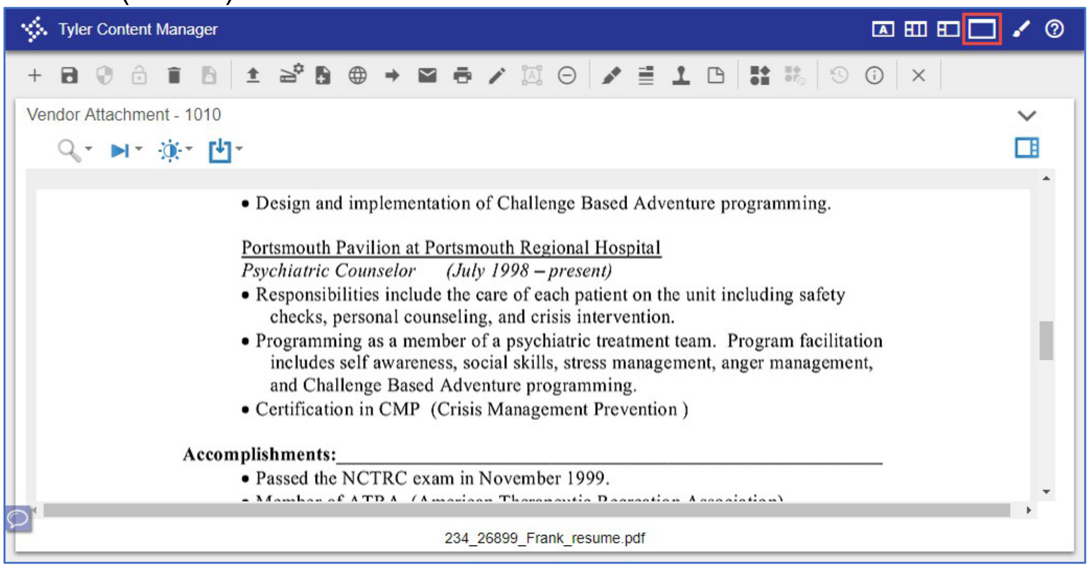
This view features all 4 panels visible at the same time.

- 3-Panel (tablet) mode:



This view hides the **Related Documents** panel by default.
The missing panel can be viewed by using the Panel Chooser (discussed later).

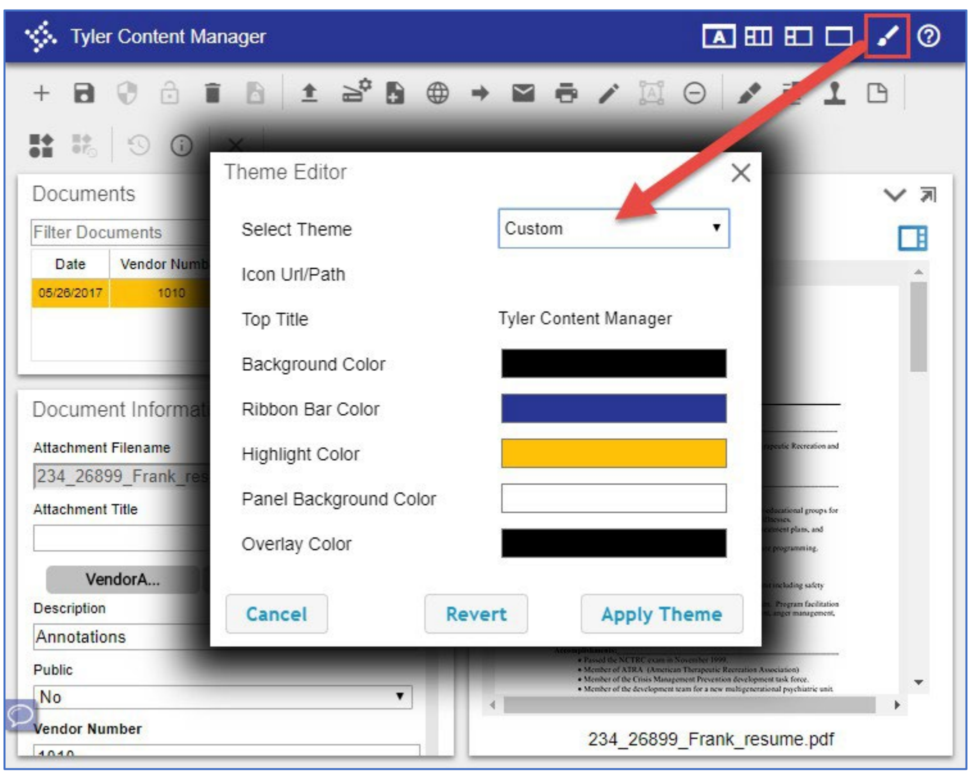
- 1-Panel (mobile) mode:



This view hides all except the **Attachment** panel by default.
The missing panels can be viewed by using the Panel Chooser (discussed later).

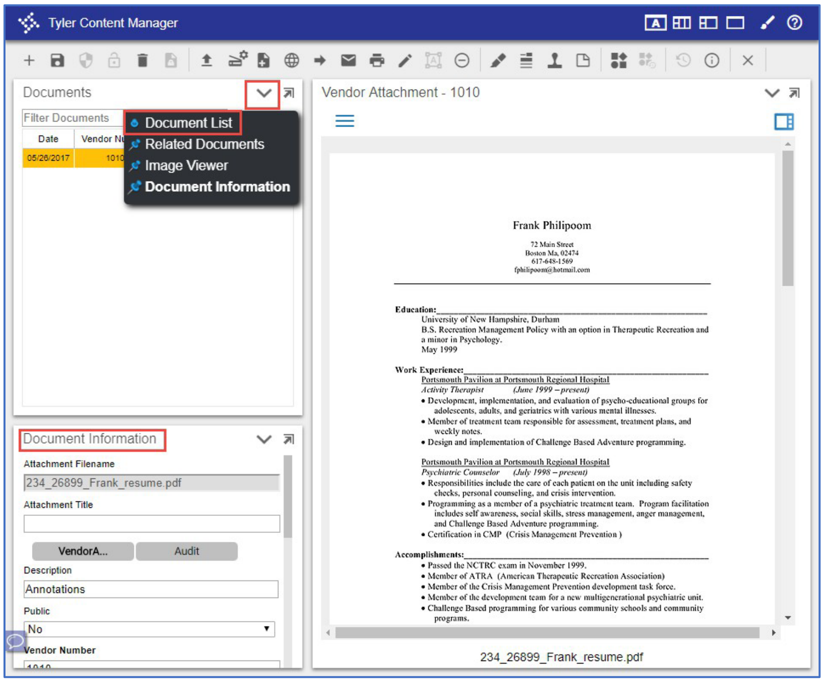
Theme Editor:

TCM offers a handful of themes and the ability to apply your own custom theme.

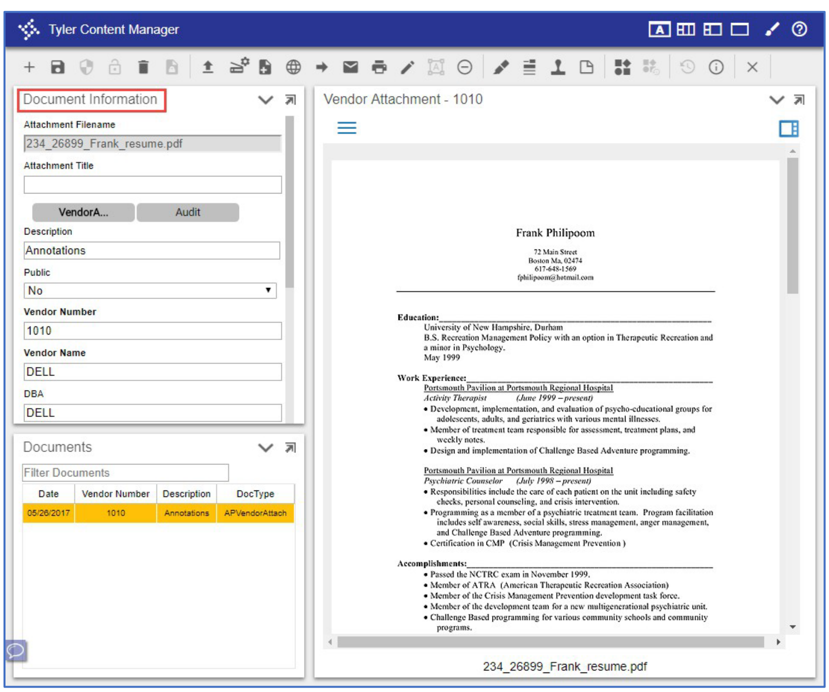


Panel Chooser

Clicking the in the top-right of any panel will allow you to choose (pin) which panel is displayed in that location. In the example below the upper-left pinned panel is the Document List and the lower-left pinned panel is the Document Information.

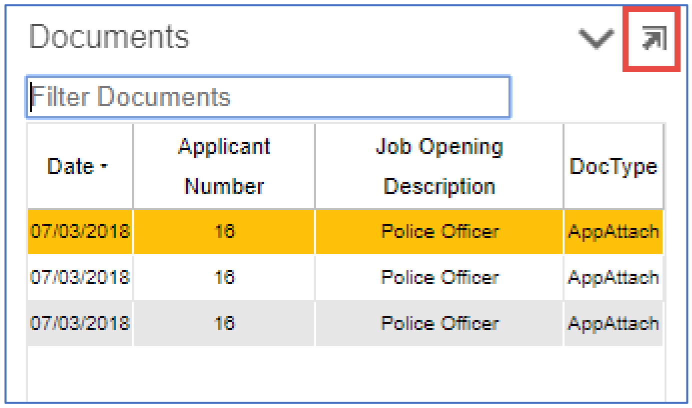


Click the in the upper-left panel to display the Chooser and click **Document Information** to pin the Document Information panel to the top-left of the viewer. The Document List panel automatically displays in the lower-left where Document Information had previously been.



Expanded Panel

Clicking the arrow in the top-right of a panel will enlarge that panel to fill the screen.



The expanded view sometimes offers additional features not found in the normal view.

In the example below of the Document List panel, thumbnails of the file attachments have been added.

Clicking the arrow in the top-right again will return the panel to its original place and size.