Monitoring Accounts Payable Workflow

Overview
As more and more invoices enter the accounts payable workflow system, users need methods by which they can monitor the general health of the workflow, check for stagnant invoices and find bottlenecks in the process. The workflow should be actively monitored by areas to ensure that invoices are kept moving through the system and are paid in a timely manner.

Presently there are a few different methods available to achieve this. There are a number of online enquiries available and also an nVision report which can be run to excel.

Online Enquiries

Scan Pending Approvals

Navigation
Accounts Payable > Vouchers > Scanned Invoices > Scan Pending Approvals

The Scan Pending Approvals page gives an overview of approvals that are pending. The page defaults your user ID and therefore shows all approvals that are awaiting action by you.

Removing your Approval User ID and entering a Business Unit or Area/Team will show all pending approvals for the chosen Business Unit or Team. In this way you can monitor the health of the workflow over the entire Business Unit, or break it down further by selecting a particular team within a Business Unit.
Enquiring on a whole Business Unit

The Pending Summary section gives a quick overview of how long each invoice has been sitting at a particular step in the workflow without being actioned.

By clicking on any of the column headings, you can sort the data. In the example below the Days Outstanding column has been sorted so we can see the invoices that have been sitting un-actioned for the longest.

Sorting by Invoice Due Date enables you to see which invoices are the most overdue and they could be prioritised and actioned first.

Another example of how this enquiry could be used is if a user went on leave and you wanted to know how many invoices were left pending their approval. You could enter their Employee ID in the ‘Approval User Id’ box.
Scanned Invoice Workflow

**Navigation**

Accounts Payable > Vouchers > Scanned Invoices > Scanned Invoice Workflow

Scanned Invoice Workflow in ES Financials has a search page with multiple criteria which enables you to track down scanned invoices. If you tick the ‘Pending user approval’ checkbox and enter your Uni ID in the ‘Approval User id’ field and click search. All your pending approvals are returned in the search results. Removing the tick in the ‘Pending user approval’ checkbox and deleting your User ID allows you to search all scanned invoices (not just the ones pending your approval).
PeopleSoft Worklist

Navigation
The worklist link appears in the top right of the page.

Worklist – The worklist in ES Financials provides a link to all tasks in Financials regardless of whether they are related to Scanned Invoices. This may include voucher approvals or Travel & Expense approvals. You must have the “Worklist User” option checked in – Main Menu > My System Profile

All your pending approvals are shown in the worklist and can be accessed via the link.

AP_WFLOW nVision Report

Navigation
Reporting Tools > nVision Control Centre (Report Book link)
Reporting Tools > PS/nVision > Define Report Book

This report runs through the nVision report book. The Report ID is AP_WFLOW.
Running this report generates an excel file containing pending workflow data for the whole University. You are able to restrict the data to a Business Unit and also choose to show Purchase Order invoices, non-Purchase Order invoices or all invoices.

There are two tables in the spreadsheet. The first shows an analysis of each step in the workflow and how long an invoice has been pending on that step. In the example below there are 14 invoices pending approval at step 3 (Financial Delegate). 6 have been pending for 0-2 days, 2 have been pending for 3-5 days and 6 have been pending for over 5 days.

Double clicking on any of the numbers of pending invoices will open another sheet with the details of those pending invoices. In the example below we clicked on the ‘6’ invoices pending on step 3 for 0-2 days.
The second table in the spreadsheet shows a breakdown of the aging of invoices. It displays when invoices are due for payment and how many days have they been sitting and waiting for approval at any particular step.

<table>
<thead>
<tr>
<th>Overdue Category</th>
<th>Days Outstanding Category</th>
<th>Count of Scan</th>
</tr>
</thead>
<tbody>
<tr>
<td>A: Don't panic</td>
<td>A - Pending for 0 to 2 days</td>
<td>49</td>
</tr>
<tr>
<td>B: Payment due within 4 days</td>
<td>B - Pending for 3 to 5 days</td>
<td>6</td>
</tr>
<tr>
<td>C: Payment less than 2 weeks overdue</td>
<td>C - Pending for &gt; 5 Days</td>
<td>20</td>
</tr>
<tr>
<td>D: Overdue more than 2 weeks</td>
<td>D - Pending for &gt; 5 Days</td>
<td>13</td>
</tr>
<tr>
<td>Grand Total</td>
<td></td>
<td>88</td>
</tr>
</tbody>
</table>

In the example below we double clicked on the ‘13’ invoices that are overdue more than 2 weeks and have been pending approval for 0-2 days.