

Kofax eFLOW Control

User Guide

Version: 5.2.x

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The logo for KOFAX, consisting of the word "KOFAX" in a bold, blue, sans-serif font.

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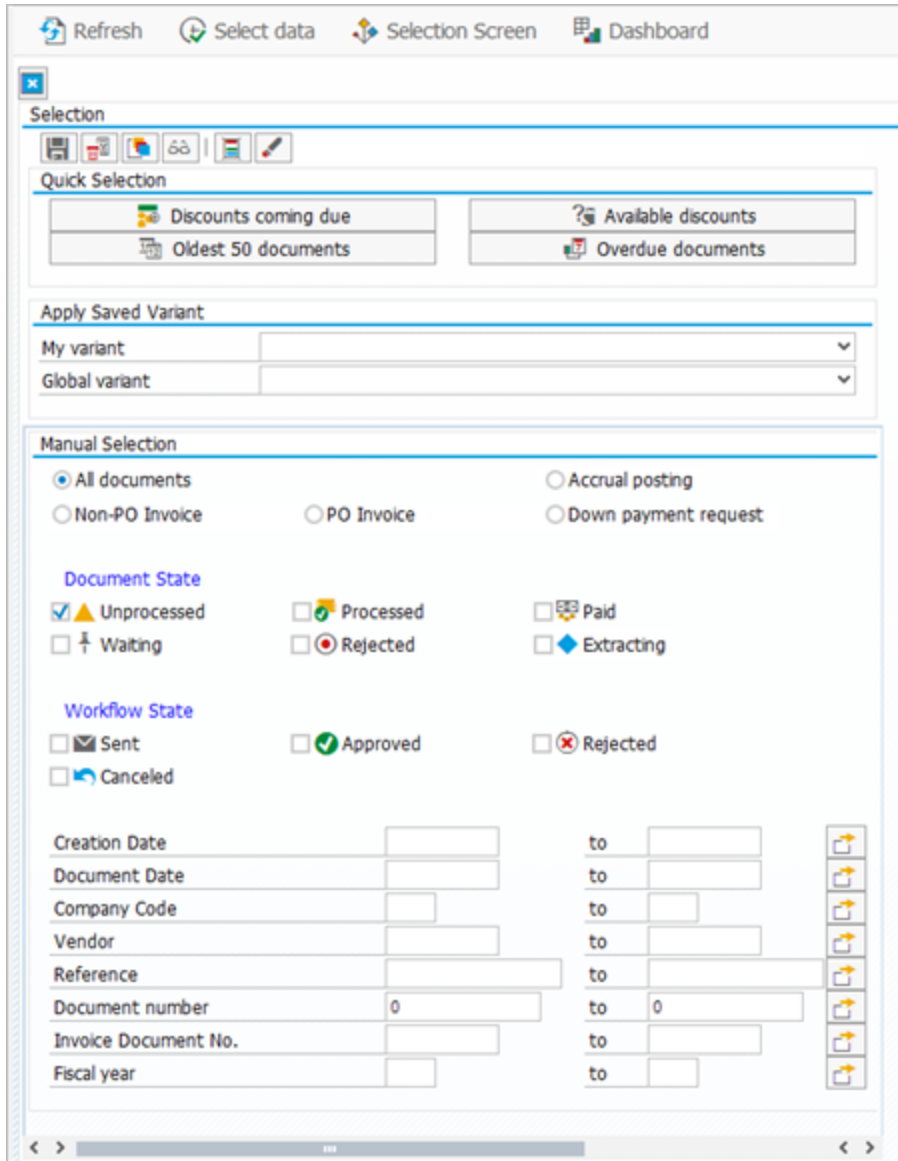
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About eFLOW Control

Kofax eFLOW Control™ and Kofax eFLOW Resolve™ are SAP add-ons for automated invoice processing, integrated into SAP ERP. In combination, both components deliver a highly automated solution for vendor invoice processing, including requirements such as automatic posting, automatic line item matching and automatic workflow routing for exception handling and approval.

eFLOW Control users can manually process invoices with exceptions in an easy-to-use, familiar interface, which offers a wealth of features to help users find, organize, correct, complete, and post documents.



If eFLOW Control users cannot fully process documents themselves, they can send them to other users in a workflow to obtain information, clarification, or approval. Workflow processing takes place in eFLOW Resolve in the SAP GUI, the eFLOW Resolve Web Application, or the eFLOW Resolve Fiori App.



Quick Selection


This area provides predefined filters. Click one of the buttons to apply the filter. Which filters are available depends on your system configuration.

Apply saved variant

Select one of your saved variants or a global variant, then click the  **Select data** button. Alternatively, click the **Get Variant** button on  the selection screen toolbar. This enables you to search for variants.

To create a new variant, enter selection criteria and click the **Save as variant**  button.

To display details of a variant, click the **Display variant** button .


To delete a variant, select the variant and click the **Delete variant** button . See the SAP documentation for detailed information on working with variants.

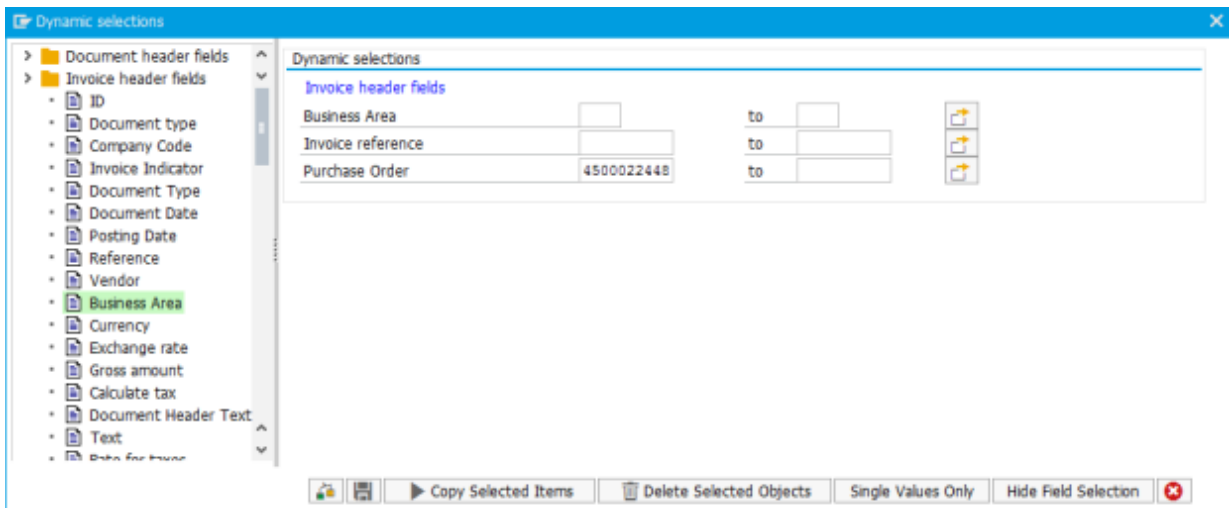
Manual selection

In this section, you can filter by document type, document state, workflow state, or specific field values. For information on the **Extracting** document status, see [eFLOW Extract documents](#).

Additional selection fields


You can use dynamic selections to search in fields that are not available on the selection screen. Dynamic selections are temporary, that is, the fields and their values are not saved when you exit eFLOW Control, unless you save the selection as a variant.

2. Click the **Add fields to selection** button .
3. Expand a folder and select the fields you want to add to the selection screen:
 - To add a single field, double-click the field name.
 - To add multiple fields, select the fields using your mouse and the Ctrl or Shift key, then click the **Copy Selected Items** button.

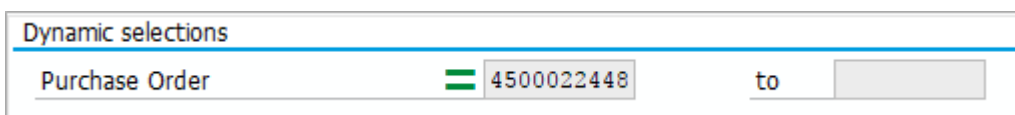


The **Document header fields** folder contains general document fields, such as the document type, number or state.

You can also add fields to search for [business issues](#) and [document tags](#).








4. Enter search values and click the **Save** button .

The selected values are displayed in the selection screen.



5. In the selection screen, click the  **Select data** button.

To remove dynamic selections, click the **Add fields to selection** button , select the fields in the fields list, and click the **Delete Selected Objects** button.

Button	Description
	Opens the standard SAP Multiple Selection dialog box, in which you can select or exclude single values or value ranges.
	Checks field values.
	Transfers the entered values to the selection screen.
 Copy Selected Items	Adds the selected fields.
 Delete Selected Objects	Removes the selected fields.
Hide Field Selection	Hides the fields list. Click the New Field Selection button  to display the list again.
Single Values Only	Displays only a single input box for each field. Click the Ranges button to display two input boxes again.
	Closes the dialog box without saving.

Document list

The document list displays documents in the following tabs.

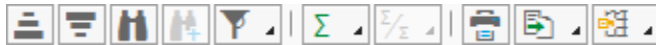
Tab	Description
Document Overview	All documents that correspond to the search criteria entered in the selection screen.
My Documents	All documents assigned to the currently logged on user. See Assign a document to a user for more information.

Tab	Description
Waiting	All documents for which immediate processing is not yet possible or desired (for example, if a goods receipt is missing). See Set a document to wait for more information.
Workflow Outbox	All documents that the currently logged on user has sent to a workflow. See Send a document to workflow for more information.

Depending on your authorizations, the following tabs may also be displayed. See the *eFLOW Resolve User Guide* for information on these tabs.

- **Workflow Inbox**
- **Substitutions**
- **Workflow History**

You can use the standard SAP functionality to work with the document list, for example, to sort the list, change the layout, or add columns.



Document detail

To open the document detail, in the document list **DocNo** column, click the document number.

A document may be one of the following AP document types:

- **PO invoice:** An invoice that references a purchase order.
- **Non-PO invoice:** An invoice without reference to a purchase order.
- **Down payment request:** A document that serves as a reference for posting a down payment in SAP, or as a document for the SAP dunning program. Down payment requests require entry of a special G/L indicator, which is used later in SAP to post the down payment.
- **Accrual posting:** Accrual posting documents are created from the [eFLOW Control Accrual Report](#). Accrual postings enable you to record expenses in the period in which they occur, even if they are invoiced at a later date. Accrual postings require entry of a reversal reason and reversal date. After they are posted to SAP, accrual postings are automatically reversed on the reversal date by the SAP Accrual Engine.

With the exception of accrual postings, the AP document type is recognized and assigned in eFLOW Extract, which captures, checks and completes data from scanned invoices and passes the data to eFLOW Control. If necessary, you can change the document type in eFLOW Control using the [Classify](#) function.

PO invoice

eFLOW Control - Display PO Document 1628

Transaction: 1 Invoice, 0,00 USD

Basic data | Payment | Miscellaneous | Tax (1) | Bank data (0) | Note (0) | Business issue (0)

Document Date: 03.08.2016
 Reference: 7742961
 Posting Date:
 Gross amount: 1.026,00 USD
 eFLOW DocType:
 Company Code: 3000
 Vendor: A1007
 Business Area:
 Document Type: RE
 Invoice ref.:
 Pmnt Block: Free for payment

Vendor Address:
 Company: US IT Supplies
 1000 Avenue of the Americas
 New York NY 10019
 555 081 5187

Unpl. del. csts: 0,00
 Text:
 Payt Terms: 30 Days net, 19.07.2016

Items (3) | Item assignment | Item proposal | GL Account (0)

Item PO	Item Material	Short Text	Text	Quantity	OU	Final Inv.	ItemA	Ref. Doc.	Year	Rft	Tax rate	TaxC	Tax Jur.	CoTv	Plant	Service
1	4500017386	10	Intel Peak Notebook	INTEL PEAK NOTEBOOK	1	EA	350,00				0,000	II	NY00			
2	4500017386	20	Wireless keyboard	WIRELESS KEYBOARD	10	EA	500,00				0,000	II	NY00			
3	4500017386	30	Wireless mouse	WIRELESS MOUSE	5	EA	100,00				0,000	II	NY00			

Invoice line item data

Purch.Doc.	Item	Material	Short Text	Issued	GR	BL	OU	GR blocked	GR Qty	IR	Qty	Quantity	Net Price	Crcy	Per	OPU	Unlimited	Over. Tol.	Under.Tol.	Quantity	Final Inv.	GR	
4500017386	10		Intel Peak Notebook	0	0	0	0	0	100	50	100	350,00	USD	1	EA			0,0					
4500017386	20		Wireless keyboard	0	0	0	0	0	1.000	500	1.000	50,00	USD	1	EA			0,0					
4500017386	30		Wireless mouse	0	0	0	0	0	500	245	500	18,00	USD	1	EA			0,0					

Purchase order line item data

Non-PO invoice

eFLOW Control - Display non-PO Document 1305

Header Transaction: 1 Invoice 0,00 USD

Basic data | Payment | Miscellaneous | Tax (1) | Bank data (0) | Note (0) | Business issue (1)

Document Date: 14.01.2016 Company Code: 3000 Vendor: 001003
 Reference: 834799 Vendor: 001003 Business Area: Document Type: RA Invoice ref. / Prmt Block: Free for payment
 Posting Date: Gross amount: 2.097,40 USD
 eFLOW DocType: Pay Terms: 14 Days 3 % 30 Days 2 % 45 Days net 19.09.2016

Vendor Address:
 Company: Nelken Logistics
 1335 32nd Street
 New York NY 10013
 (607) 555 3739

GL Account (1)

G/L Ac.	G/L Account	Text	ItemA	D/C	Cost Ctr	SD	Doc.	Item	Order	Tax rate	Tx	Tax Jur.	Network	OpAc	WBS Elem.	FA	Ornt	Item COM
451000	Building maintenance		1.905,00	Debit	1000					0,000								

Header data

Accounting items

Down payment request

Header Transaction: 1 Invoice 152,40- USD

Basic data | Payment | Miscellaneous | Tax (1) | Bank data (0) | Note (0) | Business issue (1)

Document Date: 16.01.2016 Company Code: 3000 Vendor: 001003
 Reference: 834799 Vendor: 001003 Business Area: Document Type: RA Special G/L ind: B Invoice ref. / Prmt Block: Free for payment
 Posting Date: Period: 0 Gross amount: 100,00 USD
 eFLOW DocType: Pay Terms: 14 Days 3 % 30 Days 2 % 45 Days net 12.07.2016

Vendor Address:
 Company: Nelken Logistics
 1335 32nd Street
 New York NY 10013
 (607) 555 3739

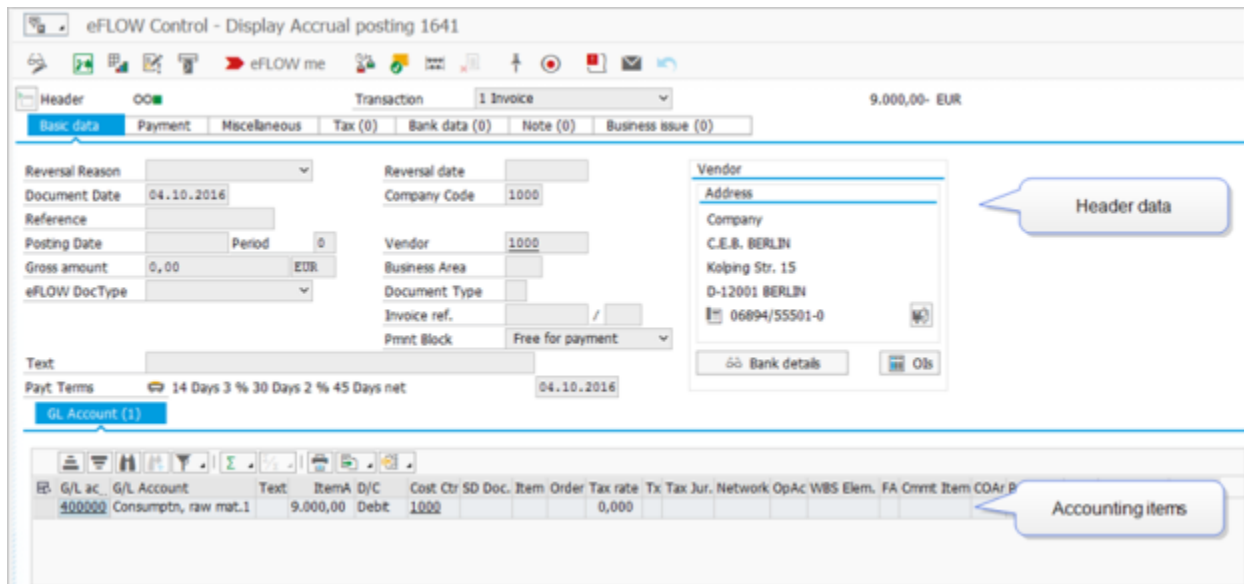
GL Account (1)

ItemA	Tax	Tx	BusA	Due On	Order Op.	Asset SNo.	Purchase Order	Item	Profit Ctr	WBS Elem.	Assign.	Text
100,00	0,00						4500017391	10				My down payment request.

Header data

Line items

Accrual posting



Information is displayed in the following tabs:


Tab	Description
Basic data	Displays general information about the document. eFLOW document types are customer-specific and are defined in the system configuration. They enable different configurations for different types of documents.
Payment	Displays payment data. The default payment terms for a document are taken from the purchase order or from the vendor master data. See Change the payment terms for more information.
Miscellaneous	The Miscellaneous tab is only displayed if additional fields for this tab have been defined in the system configuration.
Tax	Displays tax data. If you check the Calculate tax setting, the system calculates the taxes automatically during simulation or posting, based on the tax code and amount specified in the invoice line items. If the setting Calculate taxes on net amount is activated in FB00, the tax is calculated on the net amount, otherwise it is calculated on the gross amount. The parameter F02 must be maintained in your user profile; the values for this parameter are updated automatically from the settings in FB00. Note If taxes are calculated on the gross amount, the tax amounts calculated are not displayed after simulation.

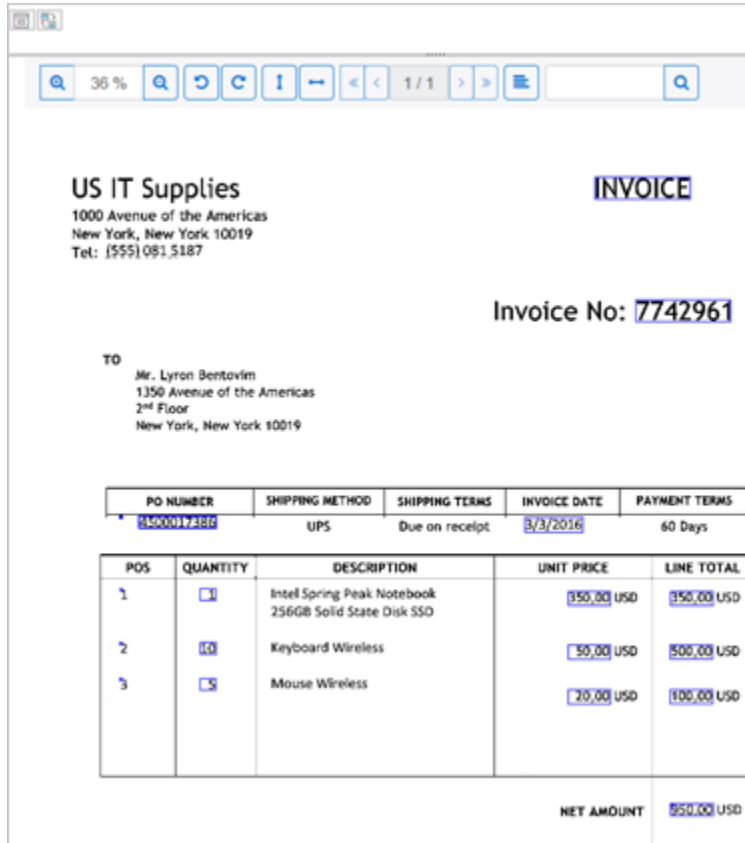
Tab	Description
Bank data	Displays bank data. External bank data displays bank details from the invoice image. Master data displays bank details from the vendor master record.
Note	In the Notes tab, you can add notes to communicate with other users. See Notes .
Business issue	The Business issue tab provides details of errors in the document. See Locate errors .

Display information

This section explains how to display different types of information.



Document image

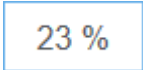





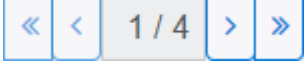


To display the document image, click the **Show image** button .



Fields that were recognized in eFLOW Extract are highlighted on the image. You can capture additional fields from the image. See [Complete from image](#).

Use the following buttons to work with the viewer.

Button	Description
	Close the viewer.
	Display the viewer docked to the screen or in a separate window.

Button	Description
	Increase the image size.
	Specify the image size as a percentage of its full size.
	Decrease the image size.
	Rotate the image counter-clockwise.
	Rotate the image clockwise.
	Display the entire page.
	Display the full page width.
	For multi-page images, go to the first, next, previous, or last page.
	Display or hide the field highlights.
	Search for text on the current page. Found values are highlighted in red as you type. You must enter at least three characters.

Vendor

To open the vendor details in the standard SAP transaction, select the menu item **Go to > Show Vendor**, or double-click the vendor number in the document list or document detail.

Purchase order

To open the purchase order in the standard SAP transaction, select the menu item **Go to > Show purchase order**, or click the purchase order number in the document list or document detail.

Invoice document

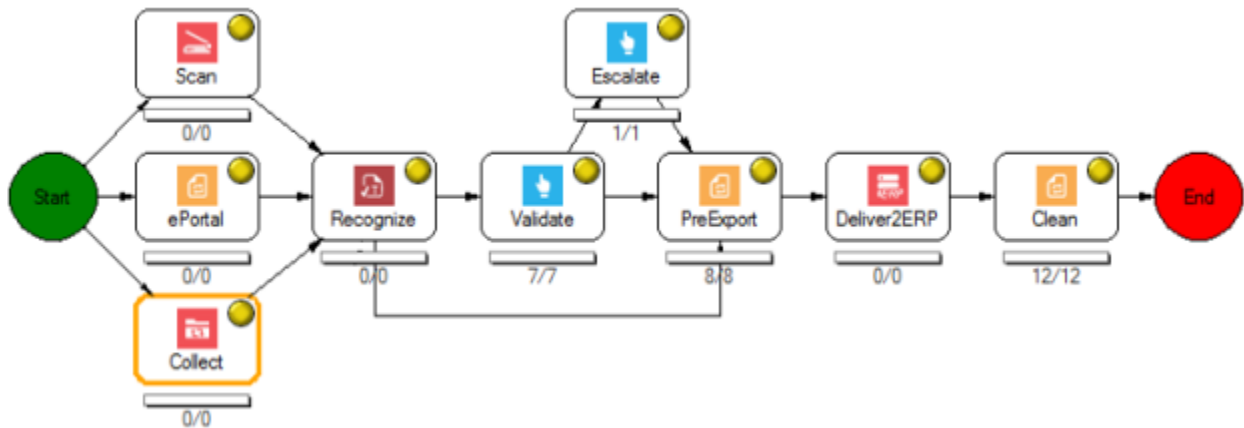
For posted documents with reference to a purchase order, you can view the posted SAP invoice document. Select the menu item **Go to > Show MM Invoice**, or double-click the invoice number in the document list or document detail.

Accounting document


For posted documents with and without reference to a purchase order, you can view the posted SAP accounting document. Select the menu item **Go to > Show FI Invoice**, or double-click the invoice number in the document list or document detail.

eFLOW Extract documents

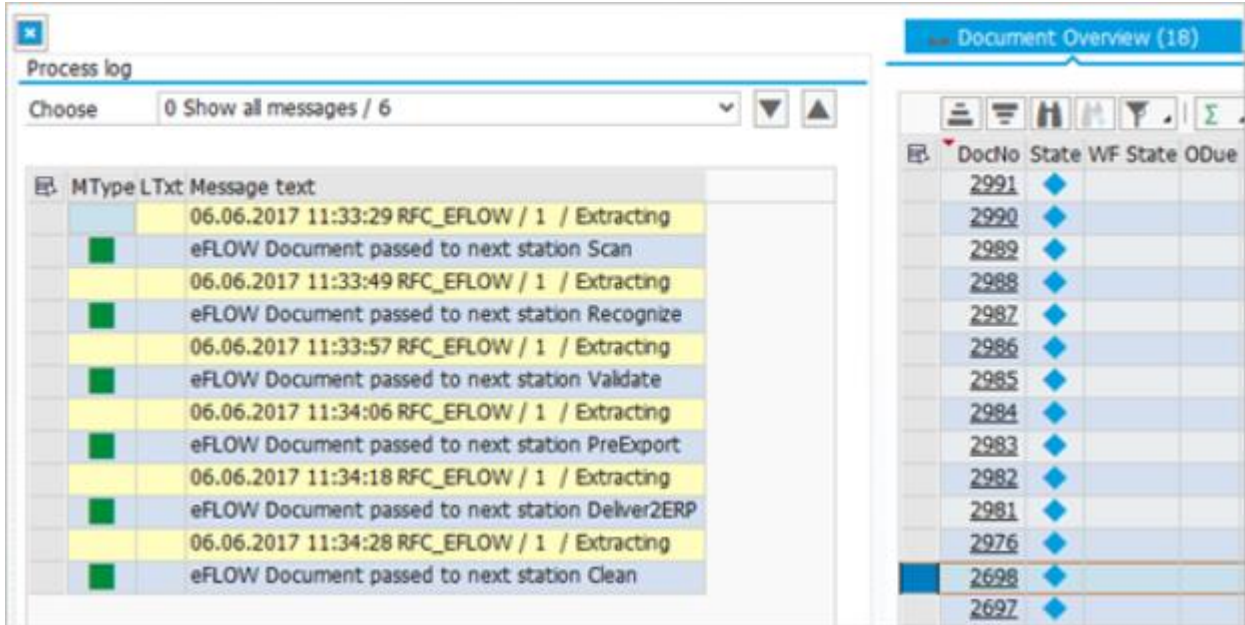
Documents are imported into eFLOW Control from eFLOW Extract, which captures, checks and completes data from scanned or electronic invoice images. Documents in eFLOW Extract pass through a number of different processing stages, known as "stations", as shown in the following diagram.



You can view a list of invoice documents that are undergoing processing in eFLOW Extract and find out which station is currently processing the document.

1. In the [selection screen](#), in the **Document State** section, check the **Extracting** check box, and clear all other document state check boxes.
2. Click the  **Select data** button.
3. The documents are displayed in the **Document Overview** tab. You can view the images, but you cannot edit the documents.

- To find out which eFLOW Extract station is currently processing a specific document, select the document, then select the menu item **Edit > Process log**.



When a document has passed through all eFLOW stations, it becomes available for processing in eFLOW Control.

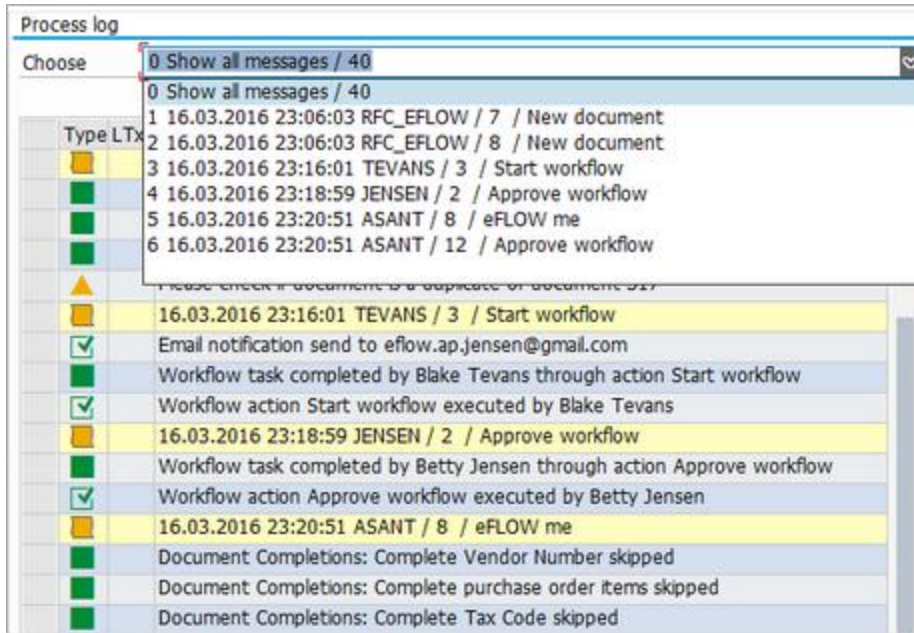
Process log

The process log records all messages and actions that occurred during the processing of a document.

To open the process log, select the menu item **Edit > Process log**.

By default, only the messages for the last action are displayed. Select a different action from the list to display the messages for that action, or **Show all messages** to display all messages for the document.

If available, you can click the **Long text** button  to view detailed information about the message.



Change history

Every time a document is changed and saved, eFLOW Control creates a new document version. You can view previous versions of a document to see which values have changed.


1. Select the menu item **Edit > Change history**.
2. In the **Version** list, select a version of the document, or select **Display all changes**.

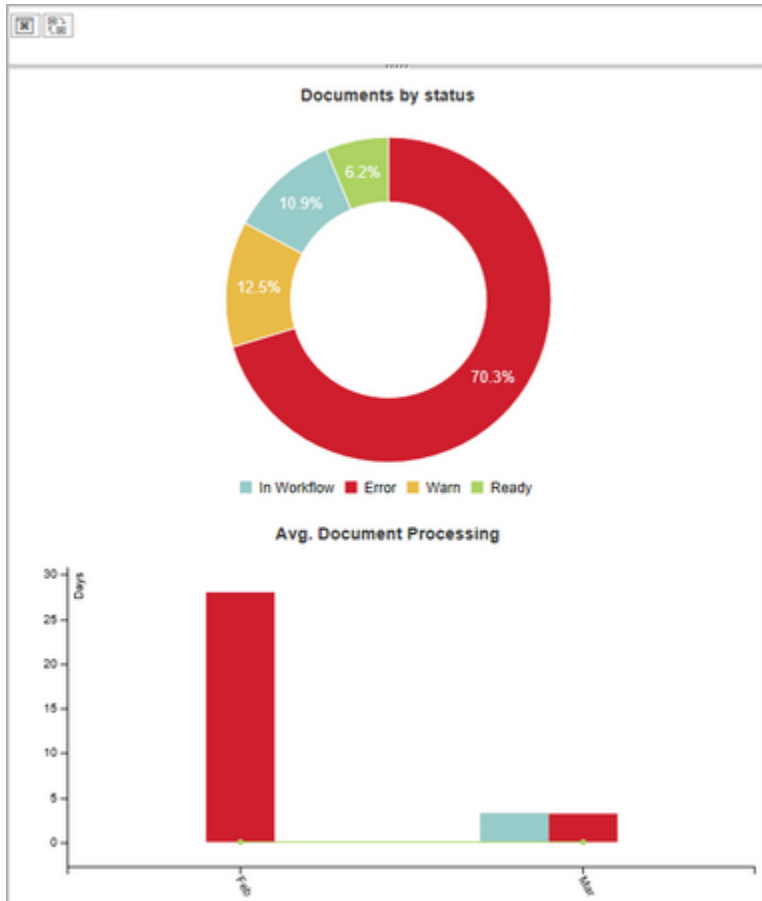
Change history

Version: 0001361821 TEVANS | 18.03.2016 | 11:44:36

Table Name	Short text	Old value	New value	ChangeInd.	Field Name
/TISA/TAP_HDR	AP document type	MM	FI	U	AP_DOCTYPE
/TISA/TAP_HDR	Cash Discount Percent	2,000	1,000	U	DSCT_PCT2
/TISA/TAP_HDR	Net Payment Terms P	45	60	U	NETTERMS
/TISA/TAP_HDR	Terms of Payment Key	ZB01	0004	U	PMNTTRMS

Statistics

To display statistical graphs about the documents in the system, click the **Dashboard** button 




Organize documents

This section describes various ways in which you can organize documents.

Assign a document to a user



You can assign documents to users for processing. The assigned user become the “document owner”. The assigned documents appear in the **My Documents** tab of the assigned user’s document list.

1. Click the **Change owner** button .
2. Select a **Document owner**, and optionally enter a note.
3. Click the **Change owner** button.

Note When you edit and save a document, you are automatically assigned as the document owner.

Tag a document

You can assign tags to documents as visual indicators that categorize, prioritize, or draw attention to the documents. Assigned tags are displayed above the header tabs in the document detail.

1. Click the **Tag document** button .
2. In the **Tag document** dialog box, in the **Available Tags** list, select one or more tags and click the **Add tag** button .
3. Click the **Tag document** button.

Classify a document


eFLOW Control automatically classifies documents as PO invoices, non-PO invoices, or down payment requests.

You can change this document classification.

1. Select the menu item **Document > Classify**.
2. Select the new **Document type**.
3. If you change a non-PO invoice to a PO invoice, you must enter a **Purchase Order** number.
4. Optionally, enter a text to explain the reason for the reclassification.
5. Click the **Classify** button.

Set a document to wait


You can put documents in a waiting queue if immediate processing is not possible or desired. For example, you may want to wait until goods receipts are available before processing the invoice.

1. Click the **Set to wait** button .
2. Select a **Wait reason** and in the **Paused until** field, enter the date until which the document should remain in the wait queue.

After this date, the document is automatically moved from the wait queue to the regular document list.

3. (Optional) Enter a note, then click the **Waiting** button.


Note Depending on your system configuration, it may be mandatory to enter a note. If a maximum wait time is specified in the configuration, the **Paused until** value cannot be later than this date.

To remove a document from the waiting queue, in the document list, in the **Waiting** tab, select the document and click the **Waiting** button .

Decline a document

You can decline documents. Declined documents remain in the system, but can no longer be processed.

Note Declining documents is not the same as rejecting documents in workflow.


1. Click the **Decline document** button .
2. Select a **Reason for declining** and optionally enter a note.
3. Click the **Decline** button.

Create an accrual posting document


eFLOW Control provides an Accrual Report which lists all line items of unposted eFLOW Control documents. This report enables you to monitor open invoice items and create eFLOW Control accrual posting documents for selected items. You can also use the standard SAP report functionality to open the report in Excel, save it as a file, or send it via email.

Note This feature is only available if you have the required authorization.

Run the Accrual Report

1. Enter the transaction **/n/tisa/ap_accrual**.
2. In the Accrual Report selection screen, enter selection criteria (see [Accrual Report selection screen](#)).
3. Click the **Execute** button .

The resulting report lists all open invoice items that correspond to the selected criteria. The total amount is displayed at the bottom of the report. You can also display subtotals for G/L accounts, vendors, or eFLOW documents by selecting the appropriate **Type of subtotal aggregation** option in the selection screen.

The report toolbar includes the standard SAP buttons for working with reports, as well as a button to [create an eFLOW Control accrual posting document](#) .

eFLOW Control - Accrual Report										
DocNo	CoCode	Reference	DocType	Vendor	Name	Doc. Date	D/C	G/L Acc	Item amount	Currency
362	1000	230807027	FI	BRILLIANT	Brilliant Car	05.02.2016	S	451000	135,60	EUR
375	1000	230807027	FI	BRILLIANT	Brilliant Car	05.02.2016	S	451000	135,60	EUR
386	1000	230807027	FI	BRILLIANT	Brilliant Car	05.02.2016	S	451000	135,60	EUR
396	1000	230807027	FI	BRILLIANT	Brilliant Car	05.02.2016	S	451000	135,60	EUR
BRILLIANT									542,40	EUR
355	1000	ARE/456-2345	FI	NORSPEED	Norspeed GmbH	21.02.2016	H	451000	124,30	EUR
363	1000	ARE456-2345	FI	NORSPEED	Norspeed GmbH	21.02.2016	S	450000	134,00	EUR
377	1000		FI	NORSPEED	Norspeed GmbH	16.02.2016	S	450000	159,46	EUR
NORSPEED									169,16	EUR
354	1000	201129865	MM	SUNNY	Sunny Electronics GmbH	17.02.2016	S	400000	100,00	EUR
354	1000	201129865	MM	SUNNY	Sunny Electronics GmbH	17.02.2016	S	400000	28,00	EUR
361	1000	201129865	MM	SUNNY	Sunny Electronics GmbH	02.03.2016	S	400000	100,00	EUR
361	1000	201129865	MM	SUNNY	Sunny Electronics GmbH	02.03.2016	S	400000	28,00	EUR
364	1000	201129865	MM	SUNNY	Sunny Electronics GmbH	17.02.2016	S	400000	150,00	EUR
364	1000	201129865	MM	SUNNY	Sunny Electronics GmbH	17.02.2016	S	400000	28,00	EUR
372	1000	201129865	MM	SUNNY	Sunny Electronics GmbH	17.02.2016	S	400000	150,00	EUR
372	1000	201129865	MM	SUNNY	Sunny Electronics GmbH	17.02.2016	S	400000	28,00	EUR
376	1000	201129865	MM	SUNNY	Sunny Electronics GmbH	17.02.2016	S	400000	150,00	EUR
376	1000	201129865	MM	SUNNY	Sunny Electronics GmbH	17.02.2016	S	400000	28,00	EUR
379	1000		MM	SUNNY	Sunny Electronics GmbH	16.02.2016	S	400000	100,00	EUR
379	1000		MM	SUNNY	Sunny Electronics GmbH	16.02.2016	S	400000	7.500,00	EUR
379	1000		MM	SUNNY	Sunny Electronics GmbH	16.02.2016	S	400000	9.000,00	EUR
379	1000		MM	SUNNY	Sunny Electronics GmbH	16.02.2016	S	400000	7.500,00	EUR
379	1000		MM	SUNNY	Sunny Electronics GmbH	16.02.2016	S	400000	7.500,00	EUR
379	1000		MM	SUNNY	Sunny Electronics GmbH	16.02.2016	S	400000	7.500,00	EUR
380	1000		MM	SUNNY	Sunny Electronics GmbH	16.02.2016	S	400000	28,00	EUR
380	1000		MM	SUNNY	Sunny Electronics GmbH	16.02.2016	S	400000	150,00	EUR
394	1000	201129865	MM	SUNNY	Sunny Electronics GmbH	17.02.2016	S	400000	100,00	EUR
394	1000	201129865	MM	SUNNY	Sunny Electronics GmbH	17.02.2016	S	400000	28,00	EUR
397	1000	201129865	MM	SUNNY	Sunny Electronics GmbH	17.02.2016	S	400000	150,00	EUR
397	1000	201129865	MM	SUNNY	Sunny Electronics GmbH	17.02.2016	S	400000	28,00	EUR
SUNNY									40.374,00	EUR
									41.085,50	EUR

Accrual Report selection screen

The following selection criteria are available in the Accrual Report selection screen.

eFLOW Control - Accrual Report

Header selection parameters

Company Code	1000	to	1000	
Document type		to		
Document number	0	to	0	
Vendor	1000	to	2000	
Document Date		to		
Translation Date	10.10.2016			

FI positions selection parameters

Select only P&L accounts (no Balance Sheet accounts)

G/L Account		to		
Cost Center		to		
WBS Element		to		
Order		to		

MM positions selection parameters

Select only consumption lines

Exclude GR valuated positions

Copy PO item text if text missing on the invoice

Purchase Order		to		
G/L Account		to		
Cost Center		to		
WBS Element		to		
Order		to		

Report display: parameters

Type of subtotal aggregation: Subtotal aggregation per each eFLOW document


Report display: default coding (if missing on the document)

G/L Account		
Cost Center		
WBS Element		


Parameters	Description
Header selection parameters	Restricts the selection to specific values of key header fields.

Parameters	Description
FI positions selection parameters	Restricts the selection to specific cost elements of non-PO invoices. Check the Select only P&L accounts check box to restrict the selection to Profit & Loss accounts. If you uncheck this check box, Balance Sheets accounts are also included in the report.
MM positions selection parameters	Restricts the selection to specific cost elements of PO invoices. Select only consumption lines: Restricts the selection to items for which an Account Assignment Category is assigned to the PO item. Exclude GR valuated positions: Excludes from the report line items for which the GR Non-Valuated check box is <i>not checked</i> in the PO item. Copy PO item text if text missing on the invoice: Copies the line item text from the PO line item to the invoice line item if no line item text is present on the invoice.
Report display: parameters	Type of subtotal aggregation: Specifies how subtotals are calculated and displayed in the report: <ul style="list-style-type: none"> • Per eFLOW document • Per G/L account • Per vendor
Report display: default coding	Specifies default values for the G/L Account , Cost Center or WBS Element fields. These default values are assigned to all Accrual Report items that do not already contain values in these fields. Existing values are not overwritten.

Create an accrual posting document

In the Accrual Report, select the items to include in the accrual posting document, then click the **Create accrual document in eFLOW Control** button .

A message in the status bar displays the number of the eFLOW Control accrual posting document.

 eFLOW accrual document created with no.1911

You can now edit this document in eFLOW Control. Accrual postings require entry of a reversal reason and reversal date. If you do not enter a reversal date, the system automatically enters the first day of the next period, in accordance with the posting date. If you do not enter a posting date, the system automatically enters the last day of the current period. Your system may be configured to check that the entered posting date is within a specific number of days before the end of the current period, and the reversal date is within a specific number of days after the start of the next period.

Import a document from SAP

If you have a document in SAP for which there is no corresponding document in eFLOW Control, you can import that document into eFLOW Control.

1. In the document list, select the menu item **Document > Create > Import from SAP**.
2. Select the type of document to import.
3. For non-PO invoices, in the **Posting Type** list, select the transaction type that was used to post the document in SAP. For example, if the document was posted in MIRO, select **Via MM Transaction**; if the document was posted in FB60 or FB01, select **Via FI Transaction**.
4. Enter the **Document Number**, **Company Code** (not required for PO invoices), and **Fiscal Year**.
5. (Optional) Enter a note in the text box.
6. Click the **Import document** button.
7. A new document is created in eFLOW Control that is linked to the SAP document.

Assign a document to an SAP document

You can assign an existing SAP document to an unposted eFLOW Control document.

1. In the document detail, select the menu item **Document > Assign SAP document**.
2. Enter the **Document Number**, **Company Code** (not required for PO invoices), and **Fiscal Year**.
3. (Optional) Enter a note in the text box.
4. Click the **Assign document** button.

The SAP document is now linked to the eFLOW Control document.

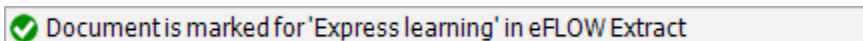
Mark a document for learning in eFLOW Extract

Documents are imported into eFLOW Control from eFLOW Extract, which captures, checks and completes data from scanned or electronic invoice images. eFLOW Extract can "learn" the position of field values on an invoice image, either dynamically by referencing previously captured invoices, or by referencing learning templates manually created by users. Dynamic and manual learning therefore help eFLOW Extract to recognize fields on incoming invoices and capture the correct values. See the eFLOW Extract documentation for more information on learning.

When an eFLOW Control document is posted to SAP, the values are passed back automatically to eFLOW Extract so that they are available as a reference for learning. You may want to manually mark a document for learning so that the values are passed to eFLOW Extract even before the document is posted. For example, let's say you have made corrections to an invoice for a specific supplier, but the invoice cannot be posted immediately. As you are expecting more invoices from this supplier very soon, you want to pass the values to eFLOW Extract as quickly as possible so that these new values can be learned and used to recognize fields on the new invoices.

To mark a document for learning, in the document detail, select the menu item **Edit > eFLOW Extract**, then select either **Express learning** or **Manual learning**.

A message in the status bar confirms that the document has been marked for learning.



When you mark a document for learning, the document data is written to an SAP table. The eFLOW Extract Clean station transfers the data from this table to the eFLOW Extract database at regular intervals. This feature therefore only works when the Clean station is running. Documents marked for manual learning are routed to the eFLOW Extract Validate station.

Complete documents

This section explains how to correct errors in documents and complete the data so that the document can be posted to SAP.

Locate errors

Errors in documents are listed in the **Business issue** tab in the document detail.

Note Which errors are displayed here depends on your system configuration. In general, the errors displayed in this tab relate directly to the business process. Technical errors, warning messages, or other messages that do not relate directly to the business process, can be viewed in the [process log](#).

The **Active issues** folder displays open errors in the document. The **Solved issues** folder displays errors that have already been corrected.

Basic data	Payment	Bank data (0)	Tax (1)	Note (1)	Business issue (3)
Business issue		First occurrence	Fixed at		
<ul style="list-style-type: none"> ▼ Active issues (3) <ul style="list-style-type: none"> ▪ Missing goods receipt ▪ Quantity deviation ▼ Solved issues (5) <ul style="list-style-type: none"> ▼ Price deviation 		11.03.2016 13:15:51	16.03.2016 17:36		
		10.03.2016 12:41:38			
		10.03.2016 12:36:51			

Fields with errors are highlighted in the line items area.

Item PO	Item	Material	Short Text	Quantity	OUn	Final Inv.	ItemA
1	4500022464	10		1	PC	<input type="checkbox"/>	1,00
2	4500022464	20		1	PC	<input type="checkbox"/>	1,00
3	4500022464	40		1	PC	<input type="checkbox"/>	2,00
4	4500022464	40		2	PC	<input type="checkbox"/>	4,00

Complete from image

You can transfer values from the image directly into document fields or dialog box fields.

1. Click the **Show image** button .
2. In change mode, double-click in the field to which the value should be transferred. If the value was transferred from eFLOW Extract, the corresponding field is highlighted in green on the image.

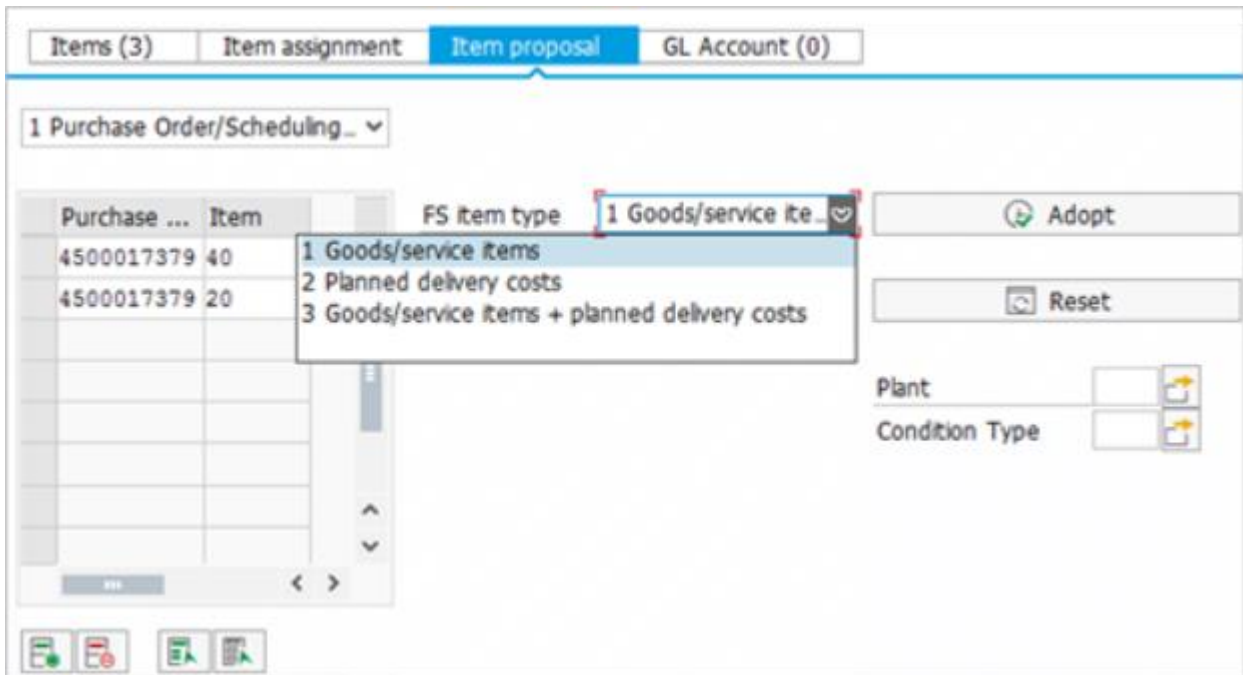
Note You must double-click in the field.

3. Click on the corresponding value in the image, or hold down the left mouse button and draw a rectangle around the corresponding value in the image.

Propose line items

eFLOW Control can automatically add line items from a selected purchase order, scheduling agreement, delivery note or service entry sheet to the invoice.

1. In the document detail line items area, in change mode, click the **Item proposal** tab.
2. Select the reference document type to use for proposal.
3. Enter the document numbers to use.
4. Select the **FS item type**.




5. Click **Adopt billable** or **Adopt all**.

The proposed line items replace the existing line items.

Assign line items

You can assign the purchase order line items to the invoice line items using drag and drop.

1. In the line items area, in change mode, click the **Item assignment** tab.
 By default, the purchase order line items are displayed on the left, and the invoice items on the right.
 To display the purchase order items above the invoice items, click the **Expand vertical** button .


Items (2)				Item assignment				Item proposal				GL Account (0)			
Drag items from here...				... drop items here.											
Purchase Order	Item	Material	Short Text	Item	Purchase Order	Item	Material	Short Text							
4500017385	10		PowerEdge R330	1	4500017385	10		PowerEdge R330							
4500017385	10		PowerEdge R330	2	4500017385	20		PowerEdge R820							
4500017385	20		PowerEdge R820												
4500017385	30		PowerEdge R820												

2. Perform one of the following actions:

To assign a purchase order item to an invoice item:

- Click on the PO item, then holding down the mouse button, drag the item over the invoice item and release the mouse button.
- Select the invoice item and double-click the PO item. The PO item is assigned to the invoice item.

To add a new purchase order item to the invoice:

- Click on the PO item, then holding down the mouse button, drag the item *below* the invoice items and release the mouse button.
- Select the item and click the **Add item to document** button . Using this method, you can add multiple items to the invoice.

To remove a purchase order item from the invoice, select the item and click the **Delete** button .

Note At small screen resolutions (less than 1024 x 768), buttons for the standard SAP list functions (such as sorting, filtering, or finding) may not be available on the **Item assignment** toolbar.

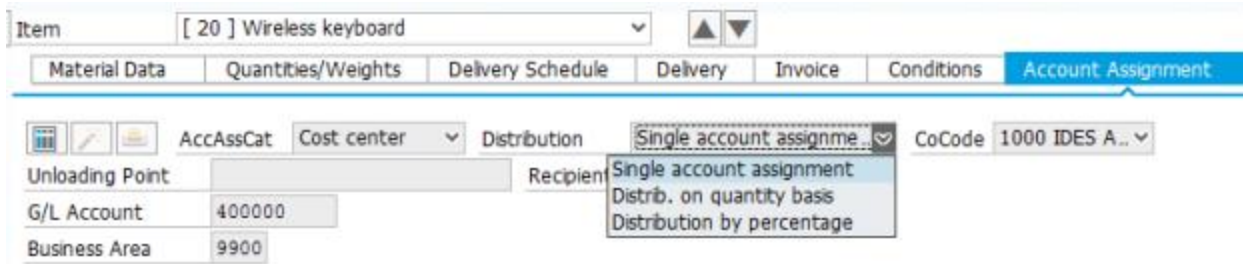
Assign accounts




To assign accounts to invoice line items, in the document detail, in change mode, click the **GL Account** tab and enter the account details.



Note For PO-related invoices, you can use the **GL Account** tab to enter accounting details not directly related to the PO items, such as unplanned costs (for example, freight costs). Accounting details for items directly related to the PO items should be entered in the **Items** tab.

Account assignment for PO invoices

For PO-related invoices, you assign accounts in the **Items** tab. You can assign multiple accounts to invoice items for which account assignment distribution has been activated in the purchase order.





Line items for which multiple account assignment is possible have a button in the **MAA** column. Click the **Expand Multiple Acct Assgnt** button  to display the account assignment lines for a line item, and the **Collapse Multiple Acct Assgnt** button  to hide the account assignment lines. To display or hide account assignment lines for all line items, click the corresponding button on the line items toolbar. Account assignment lines are indicated by the **Multi Accounting** icon .

MAA	Item	Item	PO	Item	Material	Short Text	ItemA	Quantity
	1	1	4500017414	10			0,00	0
	2	2	4500017414	20			0,00	0
	3	3	4500017414	30			0,00	0
			4500017414	30			0,00	0
			4500017414	30			0,00	0
			4500017414	30			0,00	0


To add accounts for a line item:

1. In change mode, click the **Expand Multiple Acct Assgnt** button  to display the account assignment lines.

Items (3)		Item assignment	Item proposal	GL Account (0)						
	Ite...	Purchase ...	Item	Item amount	Quantity	O...	T..	Tax Ju	G/L Acc	Cost
	1	4500017414	10			PC	TX001	400000	1000	
	2	4500017414	20	100.000,00	100	PC	33061			
		4500017414	20	50.000,00	50	PC	33061	400000	1000	
		4500017414	20	30.000,00	30	PC	33061	400000	1230	
		4500017414	20	20.000,00	20	PC	33061	400000	1200	
	3	4500017414	30			PC	33061			

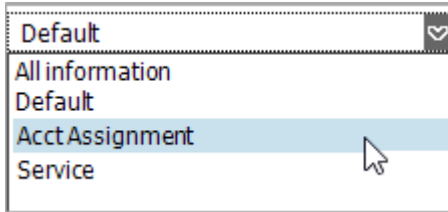
2. Enter values in the **Item amount** and **Quantity** fields for each account assignment line, then press Enter or click the **Save** button.


Note Do not enter data in these fields at line item level for line items with multiple account assignments. The total for the line item is automatically calculated.

3. (Optional) To add additional account assignment lines, select the line item, then click the **Insert Multiple Acct Assgnt** button  on the toolbar below the line items.

- (Optional) By default, the accounting fields (**G/L Account**, **Cost Center**, etc.) are filled with the values from the purchase order. You can change these values if necessary.

The selection list on the toolbar below the **Items** list enables you to change the column layout of the line items table to quickly access the fields you need.



This selection list is only available in change mode. To change the layout in display mode, use the **Choose layout variant** button  on the toolbar above the **Items** list.


- Click **Save** .


Upload line items or accounts from Excel

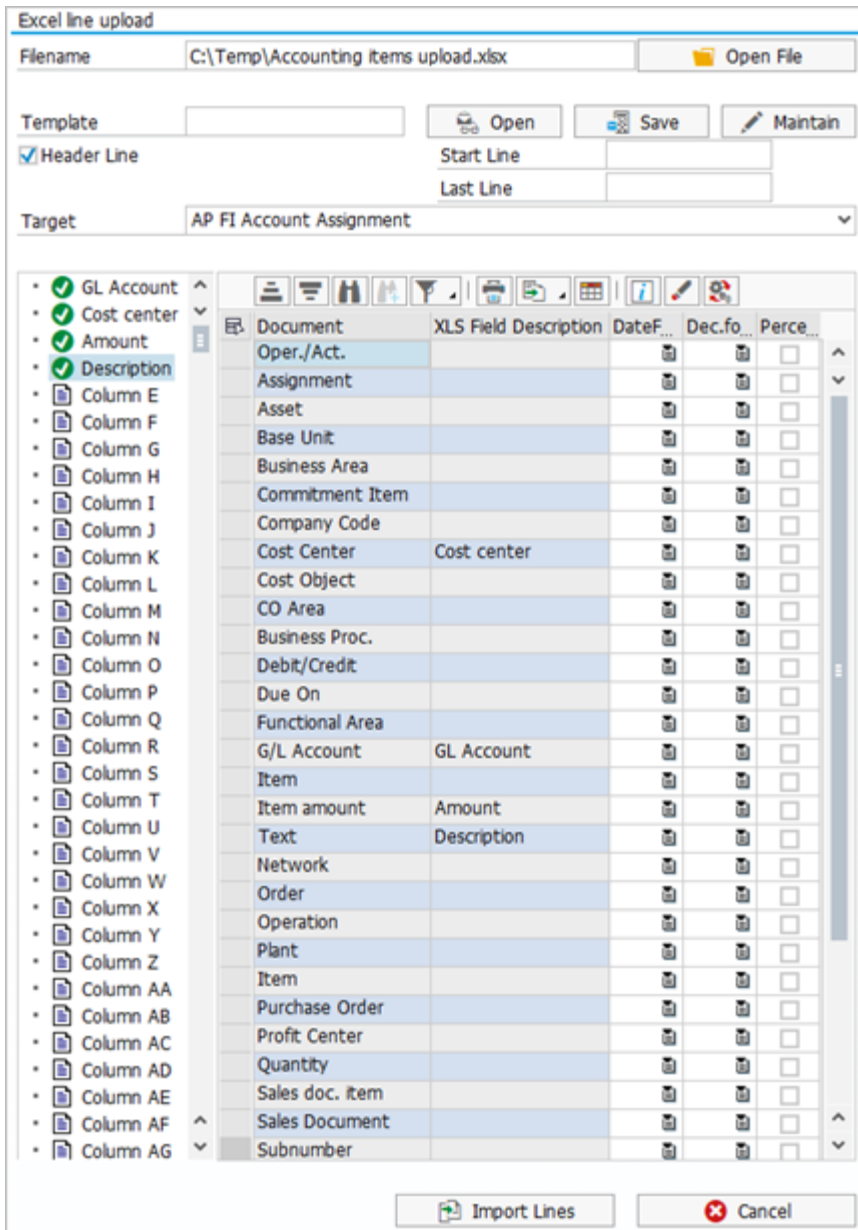
You can add invoice line items or accounting lines to a document by uploading them from an Excel file. This process requires that you map the Excel fields to the eFLOW Control fields. If you frequently upload from Excel files, you should save these mappings as a template.

Upload from an Excel file

Note Before uploading, make sure that the file is not open in Excel.

- In the document detail, select the menu item **Edit > Line upload**.
- In the **Filename** field, use the search help to select the Excel file, then click the **Open File** button.
- (Optional) If your Excel file contains column headings, check the **Header Line** check box.
- (Optional) To upload only specific rows from the Excel file, enter the Excel row numbers in the **Start Line** and **Last Line** fields.
- In the **Target** field, select the appropriate entry: **Invoice Items** or **FI Account Assignment**.
- Map the Excel fields to the eFLOW Control fields:
 - To automatically map the fields, click the **Propose mapping**  button. This method will only succeed if you use column headings that are the same or similar to the eFLOW Control field names.

If the automatic mapping result is not correct for all fields, click the **Clear mapping** button  and perform the mapping manually.
 - To manually map a field, select the Excel field on the left and drag it to the **XLS Field Description** column of the corresponding row on the right.



7. (Optional) Select the following options for the fields:
 - **Date format:** For date fields, select the format to apply.
 - **Decimal format:** For amount fields, select the decimal point format to apply.
 - **Percentage:** Check this check box if the amounts in the Excel file are specified as percentages instead of absolute amounts.
8. Click the **Import Lines** button.

Create an upload template

1. Upload an Excel file and define the mappings, as described above.
2. Enter a template name and click the **Save** button.

Apply a template

1. In the **Filename** field, select the Excel file to upload, then click the **Open File** button.
2. In the **Template** field, select the template, then click the **Open** button.
3. Click the **Import Lines** button.

Edit a template


1. In the **Template** field, select the template, then click the **Maintain** button.
2. In the **Upload Definition** screen, in change mode, make any necessary changes to the template definition.
3. Select the definition and in the **Dialog Structure**, double-click **Mapping**.
4. In change mode, make any necessary changes to the mapping, such as adding a new field.


Dialog Structure		Creation User	THOMAS		
▼	Upload Definition	Document type	▼		
	• Mapping	Template	ACCOUNTSTEMPLATE		
Mapping					
Document Field Na...	XLS Field Name	Date format	Dec.pt....	As percentage	
PLANT	COL_E		▼ 1.234_ ▼	<input type="checkbox"/>	
			▼ 1.234_ ▼	<input type="checkbox"/>	

5. Click **Save** .


Change the payment terms

The default payment terms for a document are taken from the purchase order or from the vendor master data. To change the payment terms:

1. In the **Payment** tab, in change mode, click the **Change payments terms** button .
2. Enter the new payment terms and click the **Save** button.

The **Use default payment terms** button  is now displayed. Click this button to revert to the default payment terms.

Create a goods receipt or SES

To create a goods receipt or service entry sheet for an invoice line item, in the document detail, in change mode, click the **Items** tab and select the line item, then click the **Enter goods receipt/SES** button  .

The SAP transaction MIGO or ML81N opens.

After you post the goods receipt or service entry sheet, the eFLOW Control document is updated accordingly.

Process a document in SAP

You can jump from the eFLOW Control document to the SAP transaction and process the document in SAP. The data is transferred from the eFLOW Control document to the SAP transaction. Any changes you make in the SAP transaction are passed back to the eFLOW Control document.

To process a document in SAP, select the menu item **Document > Post > Process online**.

Check a document


Errors in a document are displayed in the **Business issue** tab in the document detail (see [Locate errors](#)). However, your system configuration determines which errors are displayed here, so it can happen that the document may contain errors that are not displayed in the **Business issue** tab.

To check a document for all errors, click the **Check** button  .

The errors are displayed in the [process log](#).

eFLOW me

After you have made changes to a document, it is advisable to click the **eFLOW me** button

 **eFLOW me** . The **eFLOW me** function performs all actions appropriate for the document in its current state, and displays messages with the results of those actions. This saves you having to decide which actions need to be performed next on the document and having to perform those actions manually. For example, depending on the configuration, **eFLOW me** can assign PO items or tax codes, check for errors in the document, start a workflow, or attempt to post the document.

The following example illustrates the eFLOW me functionality.

A document has one or more invoice line items that are not matched to a corresponding purchase order item.

Without eFLOW me

You must manually assign the PO items to the invoice line items.

After you have assigned the PO items, you must perform *four* tasks:

- Check that the quantity is correct. If it is not correct, start a quantity mismatch workflow, check the recipient assignment, and send the workflow.
- Check that the price is correct. If it is not correct, start a price mismatch workflow, check the recipient assignment, and send the workflow.
- Check whether there are other outstanding issues that you need to address.

- If there are no other issues, post the document.

With eFLOW me

You must manually assign the PO items to the invoice line items.

After you have assigned the PO items, you must perform *one* task: click the **eFLOW me** button.

The system then automatically performs the following tasks:


- Checks the price and quantity, and automatically sends the document to the appropriate workflow if there is a mismatch.
- Checks whether there are any other outstanding issues that you need to address and displays messages if this is the case.
- Automatically posts the document if there are no other issues.

Apply completions

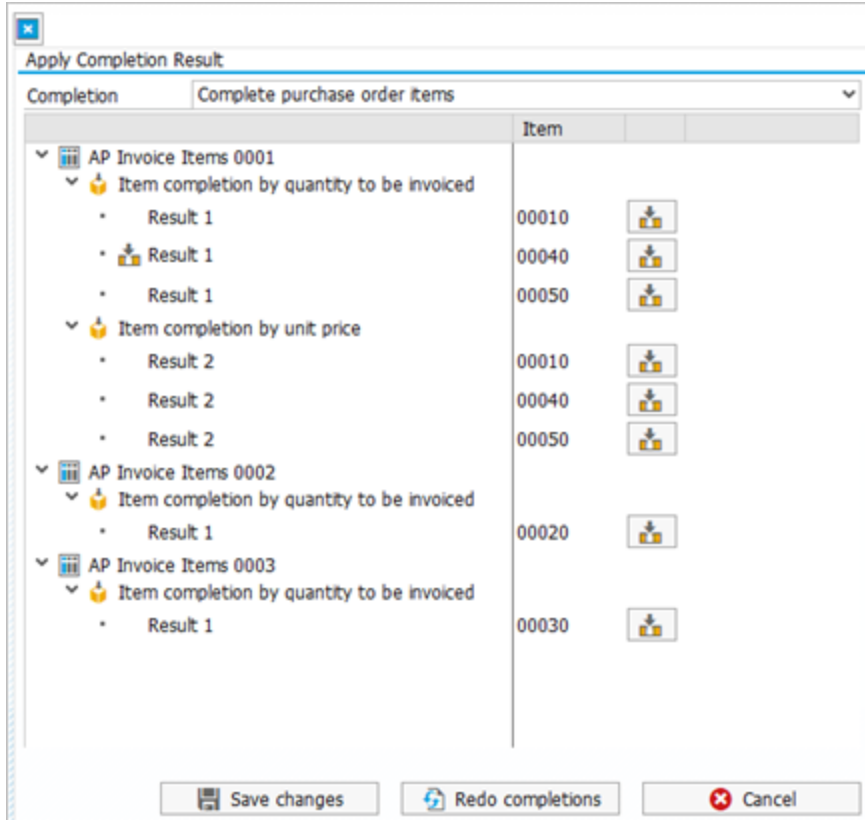
eFLOW Control can be configured to automatically complete data in an eFLOW document. Depending on which completions are configured, it can assign the vendor, PO items, goods receipts and tax codes based on related information that is available in the document. For example, it can determine the correct vendor from the purchase order number quoted on the invoice, or match purchase order items to invoice line items by comparing the invoice and PO quantity, unit price, and other values. Configured completions are performed when a document enters eFLOW Control, or when you click the [eFLOW me](#) button.

You can also apply completions manually. For example, if eFLOW Control could not find a unique value for a field and several completion results are available, you can view these results and select the appropriate entry.

To view and apply completions:

1. In the document detail, select the menu item **Edit > Apply Completion**.
2. (Optional) By default, only the last performed completion is displayed. To view and edit all completions, click the **Redo completions** button.
3. In the **Completion** list, select a completion type.
4. To add a completion result to the document, click the **Insert** button  next to the result.
5. Click the **Save changes** button.

In the following example, a unique result was found for invoices items 0002 and 0003, but for invoice item 0001, three different PO line items match the invoice quantity and unit price. You must therefore view the invoice and the purchase order to determine the correct PO line item and add it to the document.




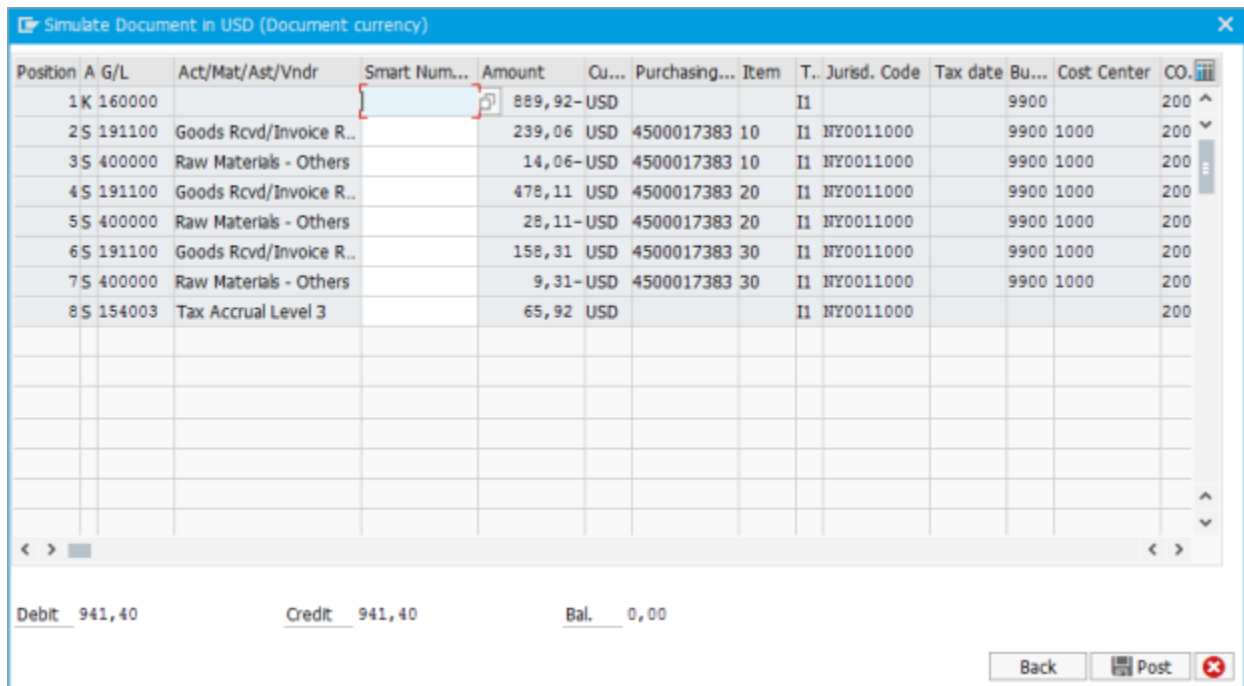
Post documents

This section explains how to post, park and reverse documents.

Simulate posting

You can simulate posting an eFLOW Control document to SAP. eFLOW Control runs validations to check whether posting is possible and displays all vendor, G/L and tax posting entries.

To perform the simulation, click the **Simulate** button .



Position	A G/L	Act/Mat/Ast/Vndr	Smart Num...	Amount	Cu...	Purchasing...	Item	T.	Jurid. Code	Tax date	Bu...	Cost Center	CO.
1 K	160000			889,92	USD			I1			9900		200
2 S	191100	Goods Rcvd/Invoice R..		239,06	USD	4500017383	10	I1	NY0011000		9900 1000		200
3 S	400000	Raw Materials - Others		14,06	USD	4500017383	10	I1	NY0011000		9900 1000		200
4 S	191100	Goods Rcvd/Invoice R..		478,11	USD	4500017383	20	I1	NY0011000		9900 1000		200
5 S	400000	Raw Materials - Others		28,11	USD	4500017383	20	I1	NY0011000		9900 1000		200
6 S	191100	Goods Rcvd/Invoice R..		158,31	USD	4500017383	30	I1	NY0011000		9900 1000		200
7 S	400000	Raw Materials - Others		9,31	USD	4500017383	30	I1	NY0011000		9900 1000		200
8 S	154003	Tax Accrual Level 3		65,92	USD			I1	NY0011000				200

Debit 941,40 Credit 941,40 Bal. 0,00

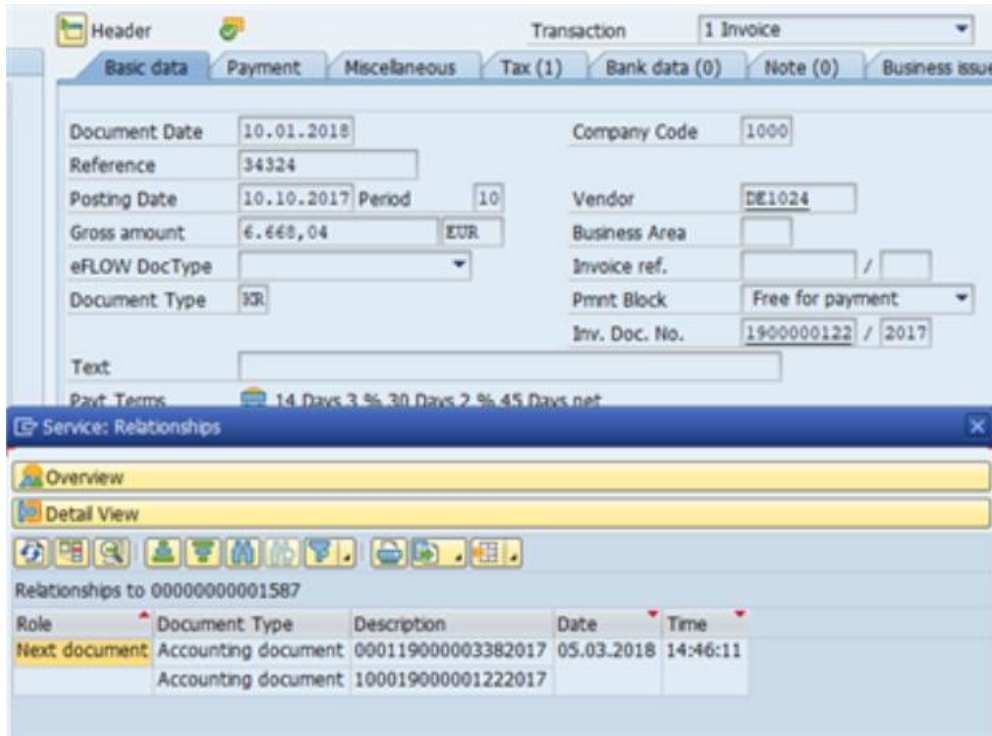
Buttons: Back, Post, X

Post a document

Posting a document creates a corresponding document in SAP and creates the accounting entries in accordance with standard SAP. eFLOW Control checks the document before posting and displays messages if there are errors in the document that prevent posting.

To post a document, click the **Post** button .

eFLOW Control supports cross company postings. Accounting documents are posted for each company code. The **Invoice ref.** field displays the document number of the company entered in the **Company Code** field.



Supervisor post a document

When you post a document, eFLOW Control runs the usual SAP validations as well as additional eFLOW Control validations to ensure that the document contains no errors that prevent posting. If any of these validations return errors, the document cannot be posted.

Users with the appropriate authorization can "supervisor post" a document, which allows the document to be posted even if eFLOW validations return an error. However, the document must pass all SAP validations.

For example, SAP may allow you to post a document with a price mismatch between the purchase order and the invoice, while eFLOW Control may not. In this situation, you must correct the price mismatch error before you can post the document. However, a user with authorization for the **Supervisor post** function can post the document without correcting the error.

To supervisor post a document:

1. Select the menu item **Document > Post > Supervisor Post**.
2. Enter a note to explain why the document is being posted although it has not passed all validations.
3. Click one of the buttons below the note to post, park, or process the document in SAP.

Park a document


You can park a document in accordance with standard SAP.

To park a document, select the menu item **Document > Post > Park**.

You can only edit parked documents in the SAP transaction, not in eFLOW Control. To open a parked document in SAP, in the document detail, in the **Inv. Doc. No.** field, double-click the document number.

Reverse a document

You can reverse posted documents. Reversing a document clears the corresponding FI documents. After reversal, the eFLOW Control document can be processed again.



1. Click the **Reverse** button .
2. Select a **Reversal Reason**.
3. (Optional) Add a note.
4. Click the **Reverse** button.

Communication

You can use notes and messages to communicate with other people. You can also add attachments to documents.




Notes

Notes enable you to communicate with other users within eFLOW Control and eFLOW Resolve. Notes are displayed in the **Note** tab in the document detail. They are saved with the document as an attachment and permanently archived. Notes are not passed to the SAP document.

1. Click the **Note** tab.
2. To add a note, type in the text box on the right and click the **Save note** button.
3. Click the arrows > v to view or hide the entire note text, or the buttons   to view or hide all note texts.

Messages




You can send email messages to any valid email address. eFLOW Control provides customizable, predefined message templates. The invoice image is attached to the message as a PDF file.


1. Click the **Send message** button .
2. Enter the email addresses to send the message to. The vendor email address is inserted by default.
3. Click the **Insert Row**  or **Delete Row**  button to add or remove recipient addresses.
4. Enter the message text:
 - To use a template, select the **Language** and then the **Template**. Depending on the system configuration, some templates may only be available for specific company codes.
 - To use your own text, type the text in the lower text box. If you select a template, the template text and your own text appear in the message. To use only your own text, select the blank entry in the **Template** list.
5. Click the **Send** button.

Attachments

You can add files as attachments to eFLOW Control documents. Attachments are available in the eFLOW Control document and, after posting, in the corresponding SAP document.

To add an attachment:


1. Click the **Services for Object** button .
2. Click the **Create** button  and select **Store Business document**.
3. Select a **Document Type** and then drag and drop the file from your file system into the empty field.
4. Click the **Continue** button .

To view attachments, click the **Services for Object** button  and then click the **Attachment list** button . Double-click the attachment to open it.

Workflows

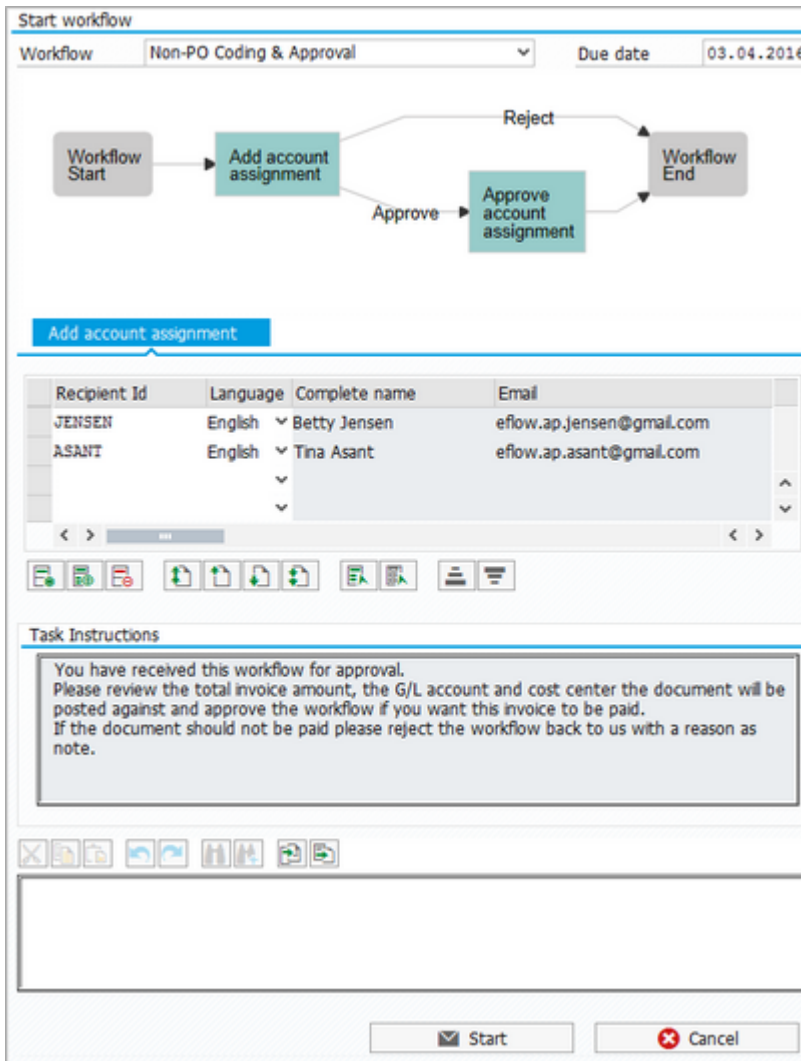
You can send documents to a workflow to obtain information, clarification, or approval from other users.

Send a document to workflow

1. Click the **Start workflow** button .
2. In the **Workflow** list, select a workflow and enter a **Due date**.
3. Enter recipients for the workflow.

Note Depending on the workflow configuration, some recipients may have been automatically assigned to the workflow.

4. Optionally, enter a note in the lower text box.
5. Click the **Start** button.



Start workflow

Workflow: Non-PO Coding & Approval | Due date: 03.04.2016

```

    graph LR
      Start[Workflow Start] --> Add[Add account assignment]
      Add -- Approve --> Approve[Approve account assignment]
      Add -- Reject --> End[Workflow End]
      Approve --> End
  
```

Recipient Id	Language	Complete name	Email
JENSEN	English	Betty Jensen	eflow.ap.jensen@gmail.com
ASANT	English	Tina Asant	eflow.ap.asant@gmail.com

Task Instructions

You have received this workflow for approval. Please review the total invoice amount, the G/L account and cost center the document will be posted against and approve the workflow if you want this invoice to be paid. If the document should not be paid please reject the workflow back to us with a reason as note.


Start **Cancel**

Call back a document from workflow

Click the **Call back workflow** button .

Workflow audit trail

The workflow audit trail provides information about all workflows a document was sent to.

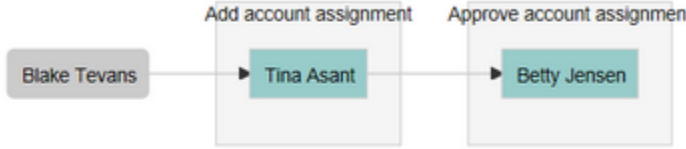
To view the workflow audit trail, click the **Workflow audit trail** button .

Workflow audit trail

Sent workflow Non-PO Coding & Approval, started 17.03.16 20:07:53 by Blake Tevan

Audit Trail

Flow Chart



```

graph LR
    A[Blake Tevans] --> B[Add account assignment  
Tina Asant]
    B --> C[Approve account assignment  
Betty Jensen]
    
```

Workflow Information

Workflow State	Sent	
Workflow Description	Non-PO Coding & Approval	
Workflow Number	0001	
Workflow Start Date	Workflow Due Date	Workflow End Date
17.03.16 20:07:53	20.03.2016	


Document Information

Document Number	672	Company Name	IDES AG, Frankfurt
Company Code	3000	Vendor Name	Nelken Logistics
Vendor Number	DS1003	Currency	USD
Gross Amount	2,057.40	Document Date	16.01.2016
Invoice Reference	834799		

Workflow History

Task 1: Add account assignment

Task State	Approved	Task Start	17.03.16 20:07:53
------------	----------	------------	-------------------



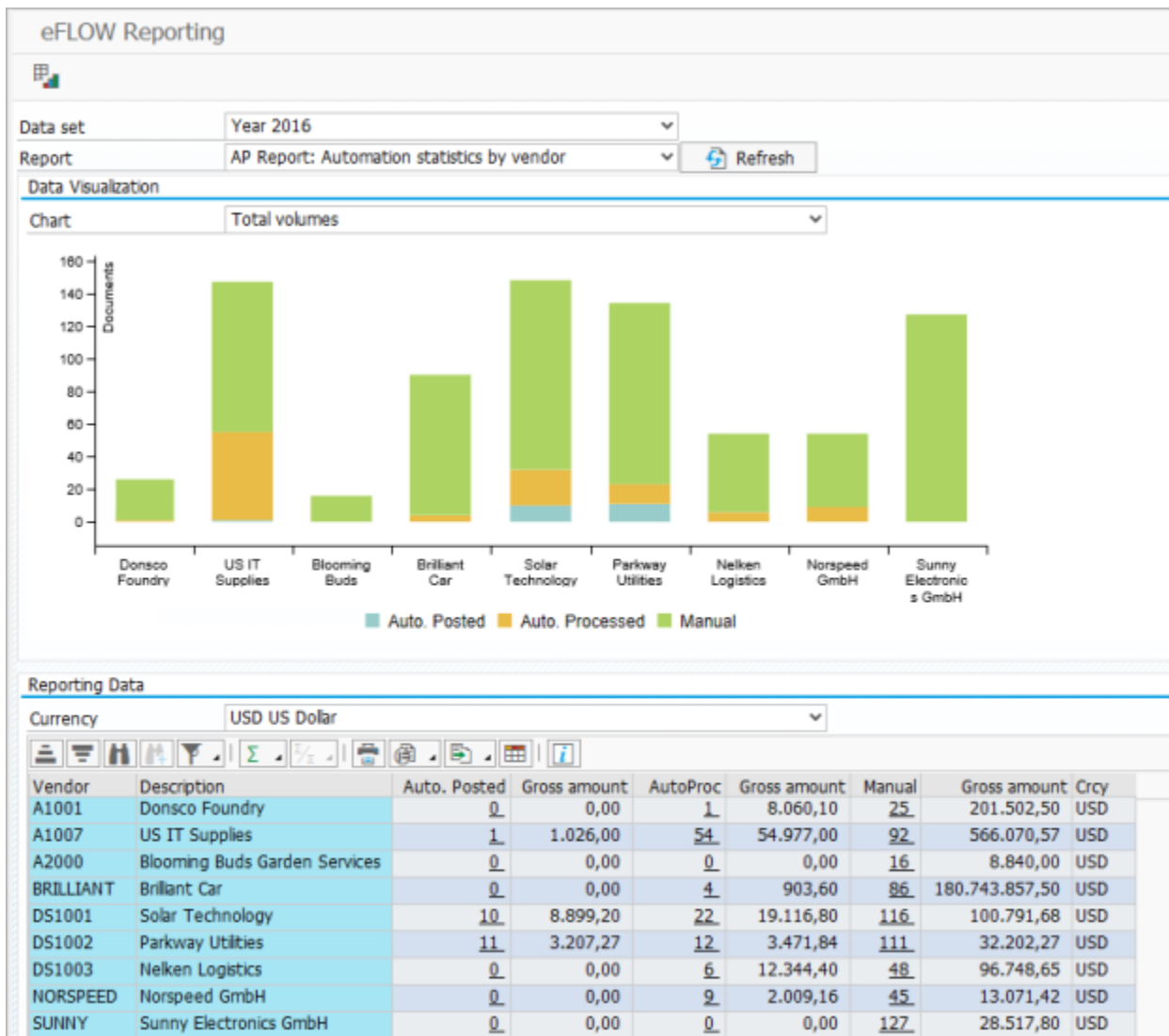
Reporting

eFLOW Control provides reports to help you monitor, analyze and optimize the performance of your Accounts Payable process.

To open eFLOW Control Reporting, enter transaction **/tisa/eflow_report**.

You can also open eFLOW Control Reporting from within eFLOW Control by selecting the menu item **Goto > eFLOW Reporting**. In this case, the report data includes only documents that correspond to the eFLOW Control selection screen criteria.

The eFLOW Reporting window



The eFLOW Reporting window consists of the following areas:

Area	Description
Data set / Report	In these lists, you select the report you want to view and the time period for the report.
Data Visualization	Displays the report data graphically as a chart. Select the desired chart type from the Chart selection list.
Reporting Data	Displays the report data in a table.

View a report

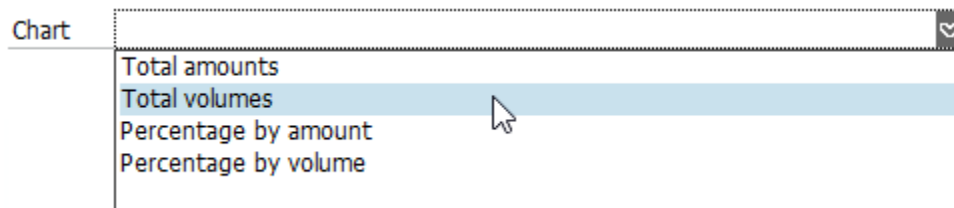
1. In the **Data set** list, select the time period for the report.
2. In the **Report** list, select the report.
3. Click the **Refresh** button.
4. (Optional) To view the report as a chart, in the **Chart** list, select a chart type.

See [Reports in detail](#) for information on the available reports and charts.

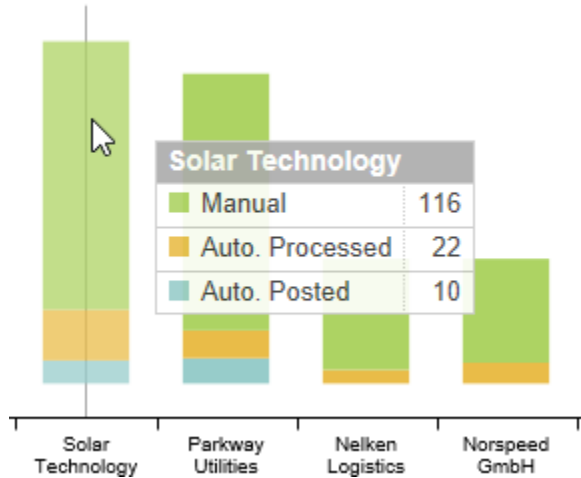
Note For some reports, charts are not available.

Work with charts

Select the chart you want to view in the **Chart** selection list.



Position the mouse cursor over an area of the chart (for example, a bar, or a segment of a donut chart). Details of that area are displayed in a popup.



To show or hide the chart area, click the **Show/hide data visualization** button  at the top left of the window.

Work with reporting data

You can use the standard SAP functionality to work with the reporting data table, for example, to sort or filter the table, or change the layout.



Note Filters are applied only to the table, not to the chart.

Click on a document count in the table to open a list of those documents in a new eFLOW Control window.

Description	Auto. Posted
	<u>0</u>
IDES AG, Frankfurt	<u>0</u>
IDES Russia, Moscow	<u>22</u>
IDES Cons. Integration, N [..]	<u>22</u>

For reports that display amounts, you can view the amounts in different currencies in the **Reporting data** table. Select the currency from the **Currency** list. The amounts are calculated using the currency exchange rate type M defined in the SAP system.

Note To view the new currency values in the chart as well, click the **Refresh** button and select the chart again.

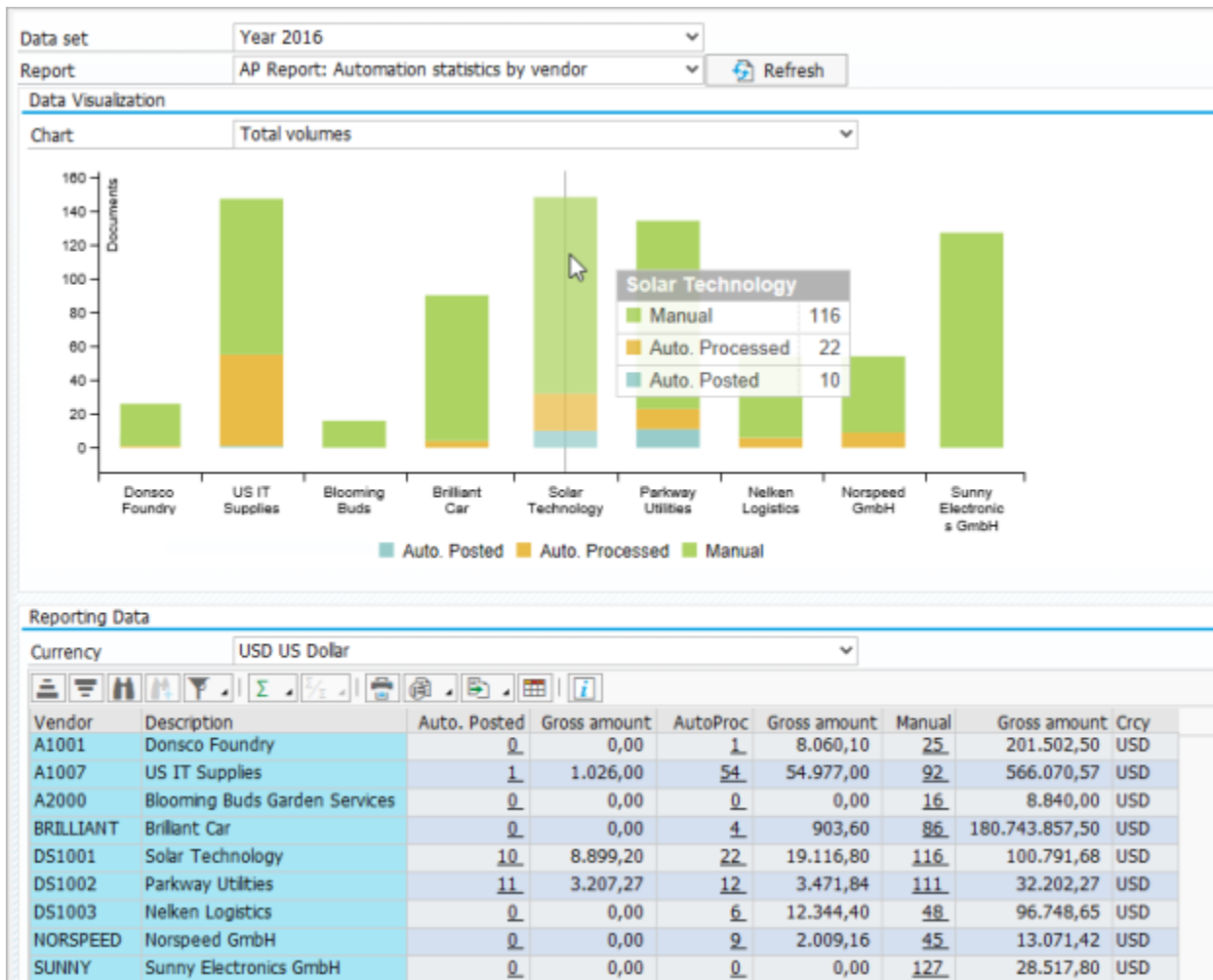
Reports in detail

The following eFLOW Control reports are available.

Note Access to reports can be controlled by authorizations, so you may not see all the reports listed here in your system.

Automation statistics

The **Automation statistics** report provides an insight into the level of automation in your Accounts Payable processing.



The report is available in the following versions:

- Automation statistics by company code
- Automation statistics by vendor

The report shows the number of documents, and the gross amounts of the documents, in the following categories:

- **Automatically posted**

Error-free documents that were automatically posted directly after entry into eFLOW Control. Rules for automatic posting are defined in the eFLOW Control configuration.

- **Automatically processed**

Documents that were not automatically posted directly after entry into eFLOW Control, but were later automatically posted without having been processed by an eFLOW Control user. For example, errors in the document may have been corrected by a workflow processor in eFLOW Resolve, and the document was automatically posted on workflow approval.

- **Manual**

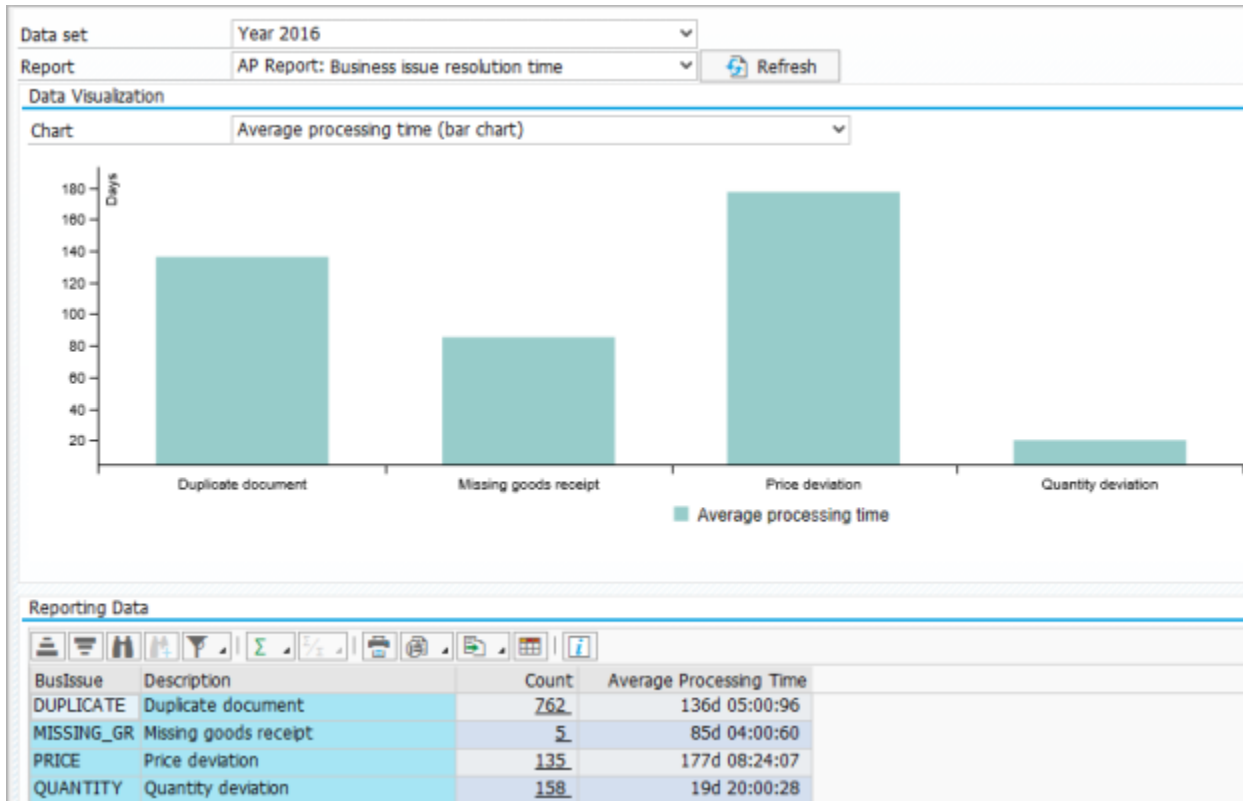
Documents that were manually processed and/or posted by an eFLOW Control user.

The following charts are available.

Chart	Description
Total amounts	Shows the total gross amounts in each category.
Total volumes	Shows the total number of documents in each category.
Percentage by amount	Shows the gross amounts in each category, as a percentage of the total gross amount.
Percentage by volume	Shows the number of documents in each category, as a percentage of the total number of documents.

Business issue resolution time

The **Business issue resolution time** report provides an insight into the length of time taken to resolve specific problems in documents.



The report is available in the following versions:

- Business issue resolution time: shows resolution time for each business issue
- Business issue resolution time by company code
- Business issue resolution time by vendor

The report shows the number of occurrences of each business issue and the average resolution time for those issues.

Business issues are defined in the eFLOW Control configuration. Business issues represent problems in the Accounts Payable process, such as missing goods receipts, differences between the invoice and the purchase order, or duplicate invoices. They are identified by eFLOW validations that run, for example, when a document enters the system, when a document is posted, or when the user checks a document. The resolution time for an issue therefore represents the amount of time that elapses between the system identifying an issue and recognizing that the issue was resolved.

Note The **Count** does not necessarily represent the number of documents, as a document may have multiple issues.

The following charts are available.

Business issue resolution time charts

Chart	Description
Average processing time (bar chart)	Shows the average time taken, in days, to resolve each business issue.
Average processing time (donut)	Shows the average time taken to resolve each business issue, as a percentage of the average resolution time of all issues.
Total processing time (bar chart)	Shows the total time taken, in days, to resolve each business issue.
Total processing time (donut)	Shows the total time taken to resolve each business issue, as a percentage of the total resolution time of all issues.
Business issue volume (bar chart)	Shows the number of occurrences of each business issue.
Business issue volume (donut)	Shows the number of occurrences of each business issue, as a percentage of the total number of issues.

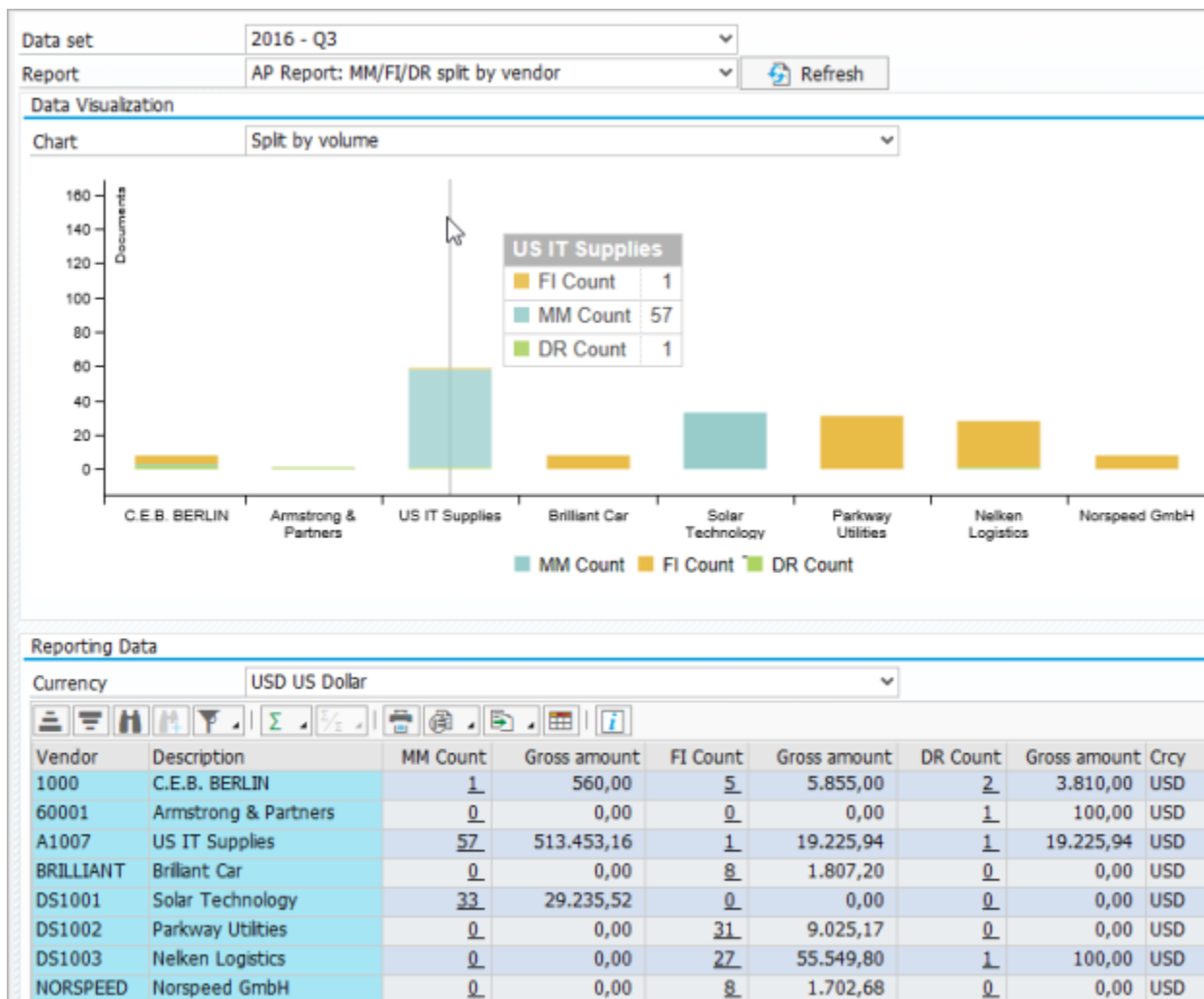
Business issue resolution by company code / vendor charts

Chart	Description
Average resolution time	For each company code or vendor, shows the average time taken, in days, to resolve each business issue.
Average resolution time by business issue	For each business issue, shows the average time taken, in days, by each company code or vendor to resolve that issue.
Total resolution time	For each company code or vendor, shows the total time taken, in days, to resolve each business issue.
Total resolution time by business issue	For each business issue, shows the total time taken, in days, by each company code or vendor to resolve that issue.

Chart	Description
Volume	For each company code or vendor, shows the number of occurrences of each business issue.
Volume by business issue	For each business issue, shows the number of occurrences of that issue for each company code or vendor.

MM/FI/DR split

The **MM/FI/DR split** report provides an insight into the types of documents that entered the system during the reporting period.



The report is available in the following versions:

- MM/FI/DR split by company code
- MM/FI/DR split by vendor

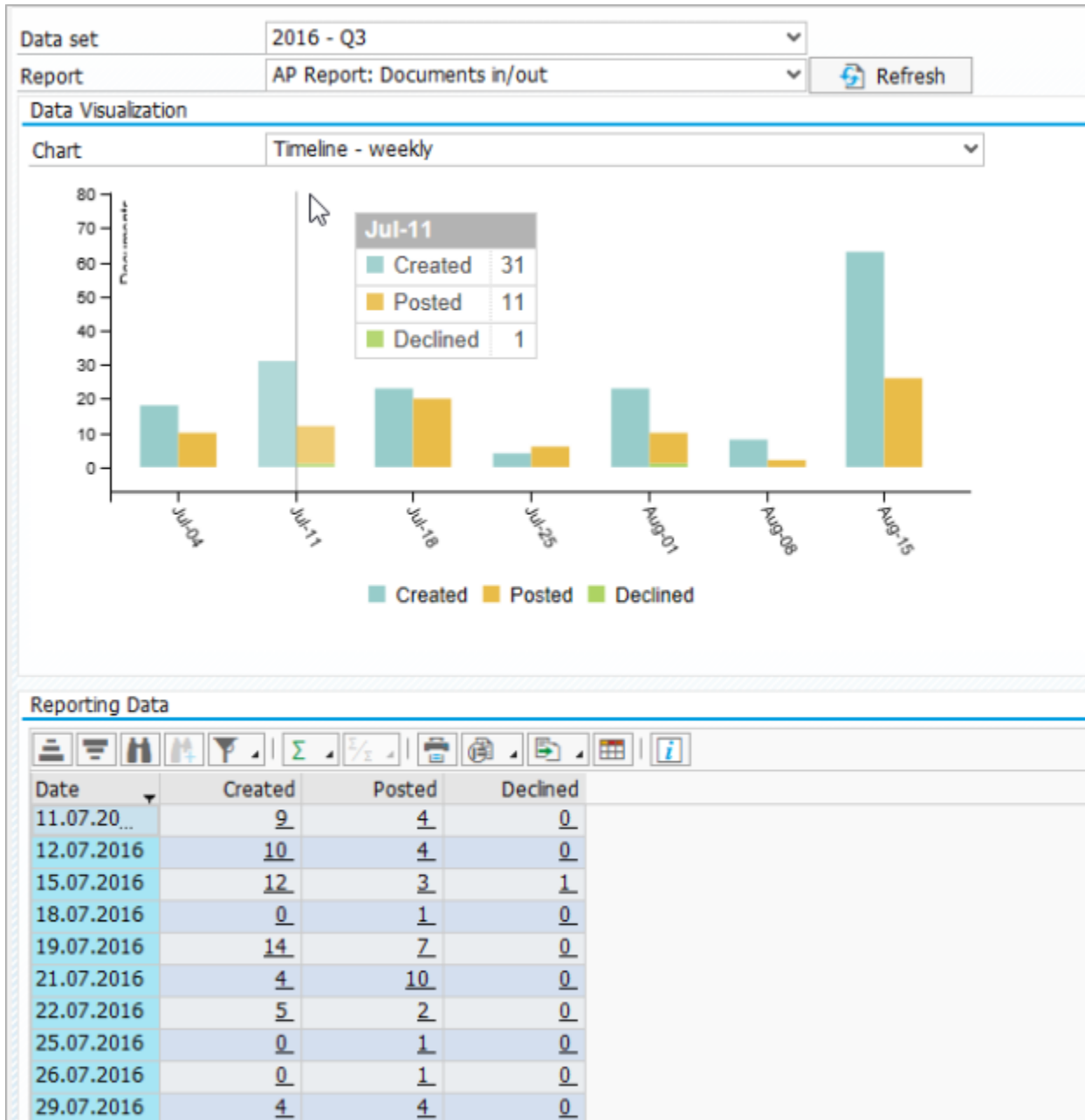
The report shows the number of PO invoices (MM), non-PO invoices (FI) and down payment requests (DR), and the gross amounts for each document type.

The following charts are available.

Chart	Description
Split by amount	Shows the total gross amount for each document type.
Split by volume	Shows the total number of documents for each document type.

Documents in/out

The **Documents in/out** report provides an insight into the ratio of documents entering and leaving the Accounts Payable process. It can help you, for example, to optimize your resource planning by highlighting peak times when you can expect high volumes of documents.



The report is available in the following versions:

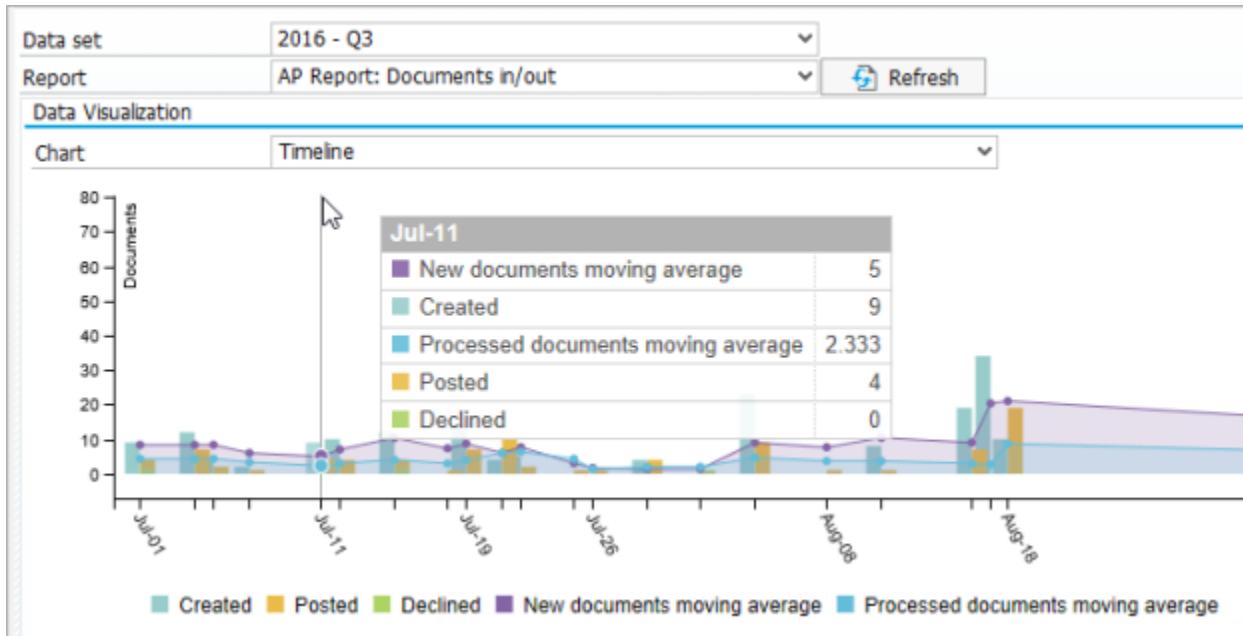
- Documents in/out
- Documents in/out by company code
- Documents in/out by vendor

The report shows the number of documents created, posted or declined on each day of the reporting period. Days without data are not included.

The following charts are available.

Note Charts are only available for the general **Documents in/out** report.

Timeline chart



The bars show the number of documents that were created, posted or declined on each day of the reporting period. Days without data are not included. Created documents are displayed in the left bar, and posted and declined documents in the right bar, so that you can easily recognize the ratio of new documents to processed documents.

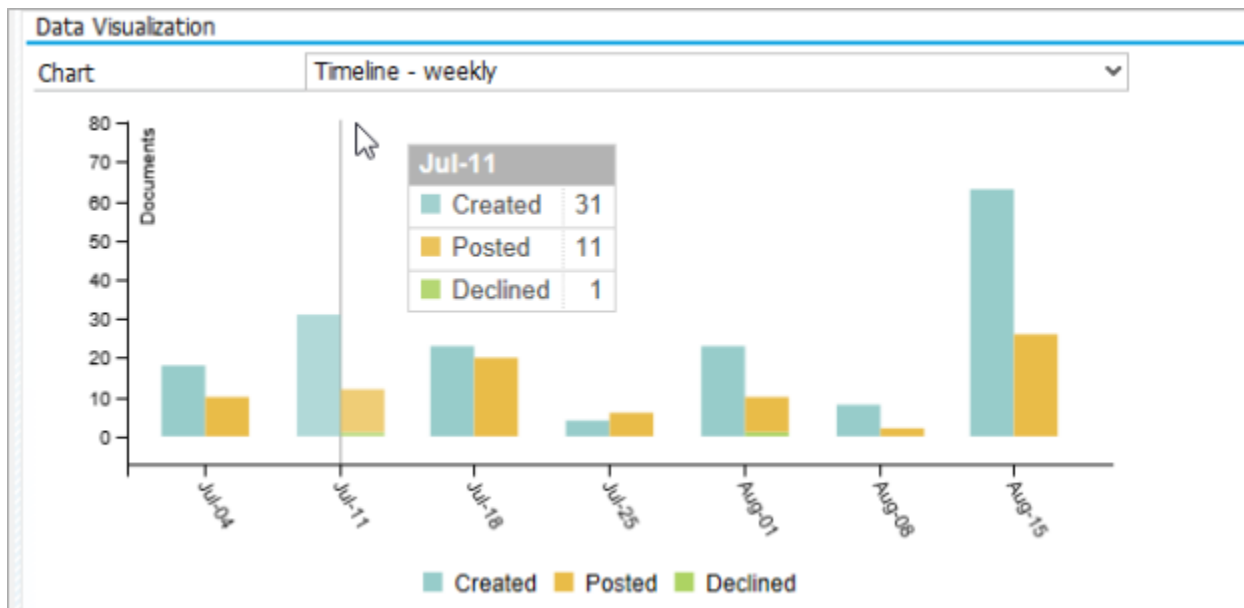
The lines show moving averages for new documents and processed documents. These lines make it easier to identify unusual peaks and troughs in the process.

The moving average is calculated by adding together the counts of the last three reported days and dividing by three. The example below illustrates this calculation.

- The number of documents created from 11.07. to 15.07. is 31 (9 + 10 + 12). The new documents moving average for 15.07. is therefore 10.33 (31 divided by 3).
- The number of documents processed from 15.07. to 19.07. is 12 (3 + 1 + 7 posted + 1 declined). The processed documents moving average for 19.07. is therefore 4 (12 divided by 3).

Date	Created	Posted	Declined	New documents moving average	Processed documents moving average
11.07.2016	9	4	0		
12.07.2016	10	4	0		
15.07.2016	12	3	1	10.33	4
18.07.2016	0	1	0	7.33	3
19.07.2016	14	7	0	8.67	4

Timeline weekly chart



Shows the number of documents that were created, posted or declined during each week of the reporting period.

Created documents are displayed in the left bar, and posted and declined documents in the right bar, so that you can easily recognize the ratio of new documents to processed documents.

Processing time

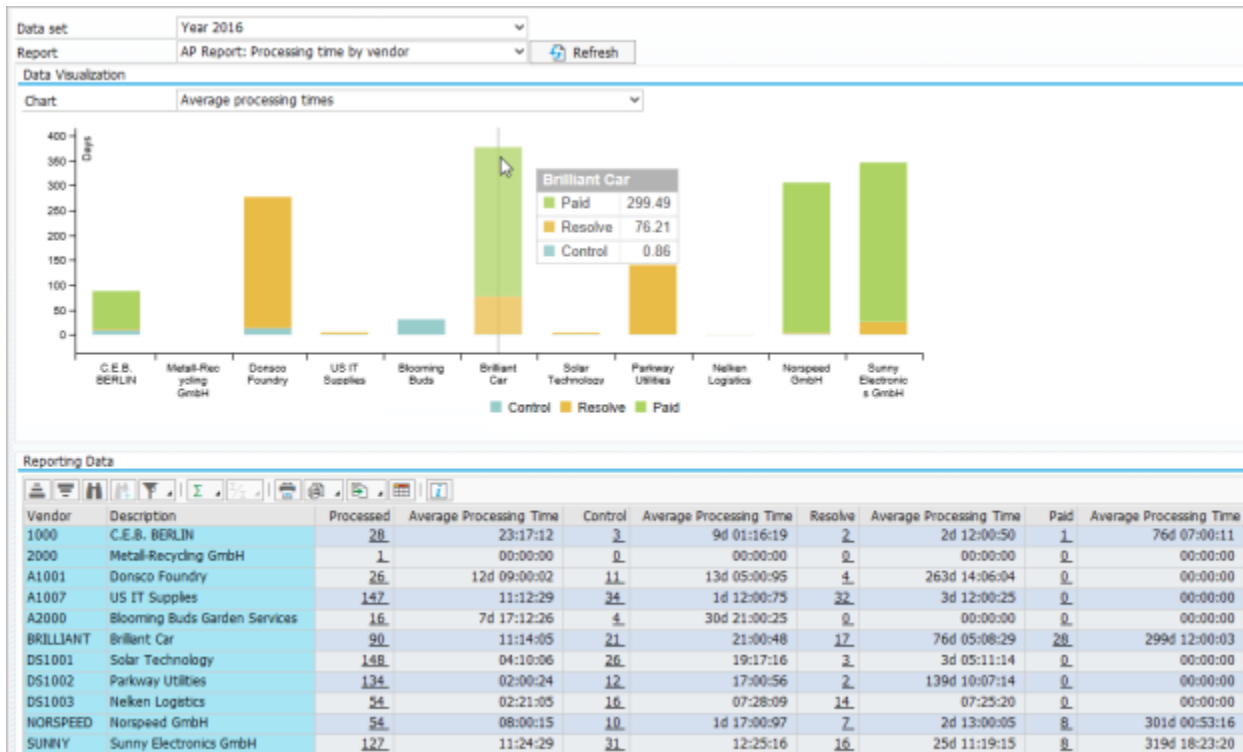
The **Processing time** report provides an insight into length of time taken to process and pay documents.

The report is available in the following versions:

- Processing time by company code
- Processing time by owner
- Processing time by vendor

Note Access to owner-based reports can be restricted to certain users, or suppressed for all users, by means of authorizations.

Processing time by company code/vendor



The report shows the total number of documents processed, and the average processing time for those documents in eFLOW Control and eFLOW Resolve, as well as the average amount of time that elapsed between completion of processing and payment.

The processing times are calculated as follows:

- **Control**

From the time of entry of the document into eFLOW Control to the time of posting, or parking in SAP, or declining. Time that the document spent in eFLOW Resolve is not taken into account.

- **Resolve**

From the time of workflow start to the time of approval, rejection, or call-back. Time that the document spent in eFLOW Control is not taken into account.

- **Paid**

From the time the document was posted to the time the corresponding clearing document was posted.

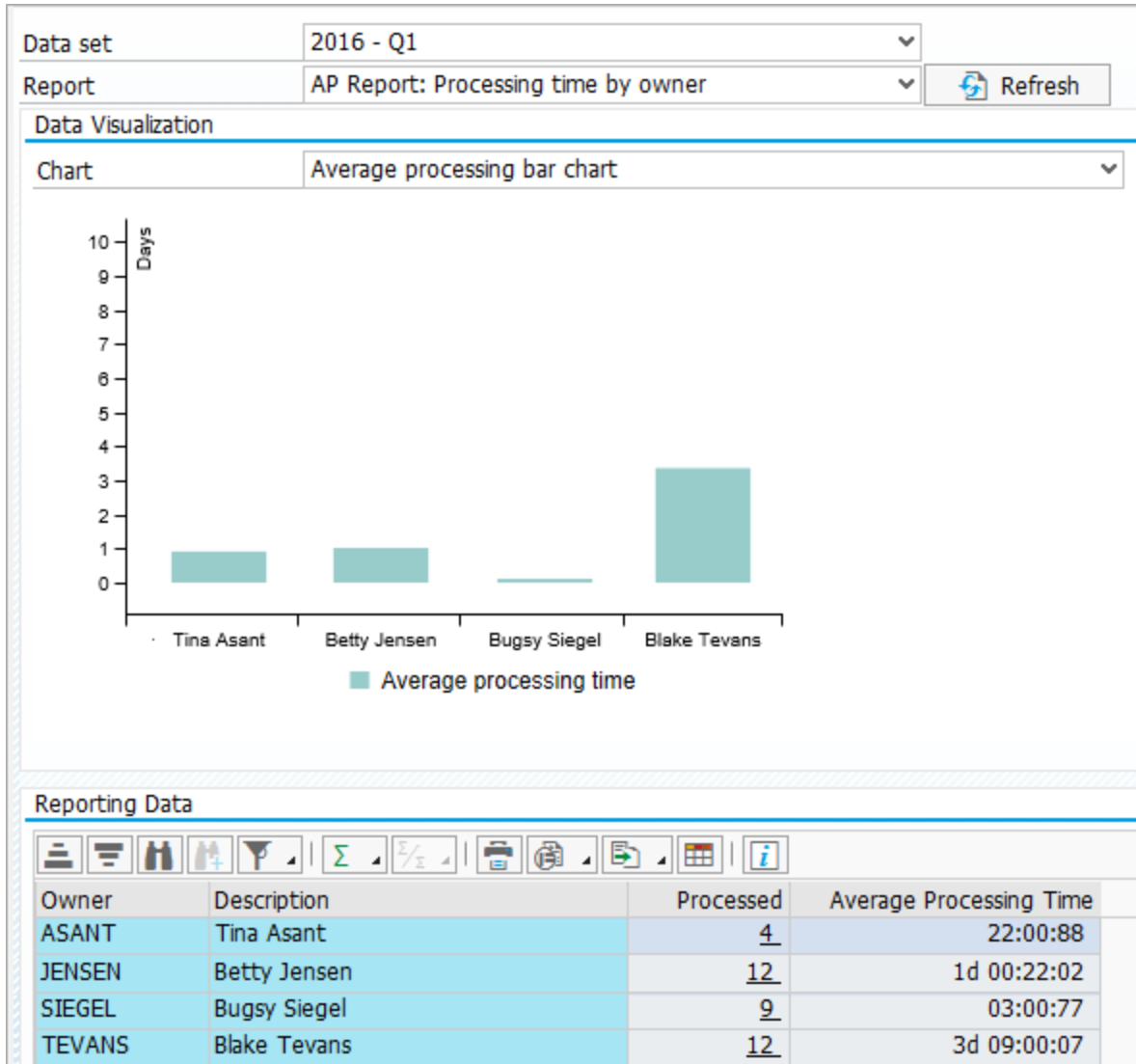
The following charts are available.

Chart	Description
Average processing times	Shows the average time taken, in days, to process documents in eFLOW Control, eFLOW Resolve, and the payment process.
Total processing times	Shows the total time taken, in days, to process documents in eFLOW Control, eFLOW Resolve, and the payment process.

Processing time by owner

The report shows the total number of documents processed by each owner, and the average processing time for those documents. Processing times include the time that the documents spent in eFLOW Resolve. See [Assign a document to a user](#) for more information on owners.

Note Access to owner-based reports can be restricted to certain users, or suppressed for all users, by means of authorizations.



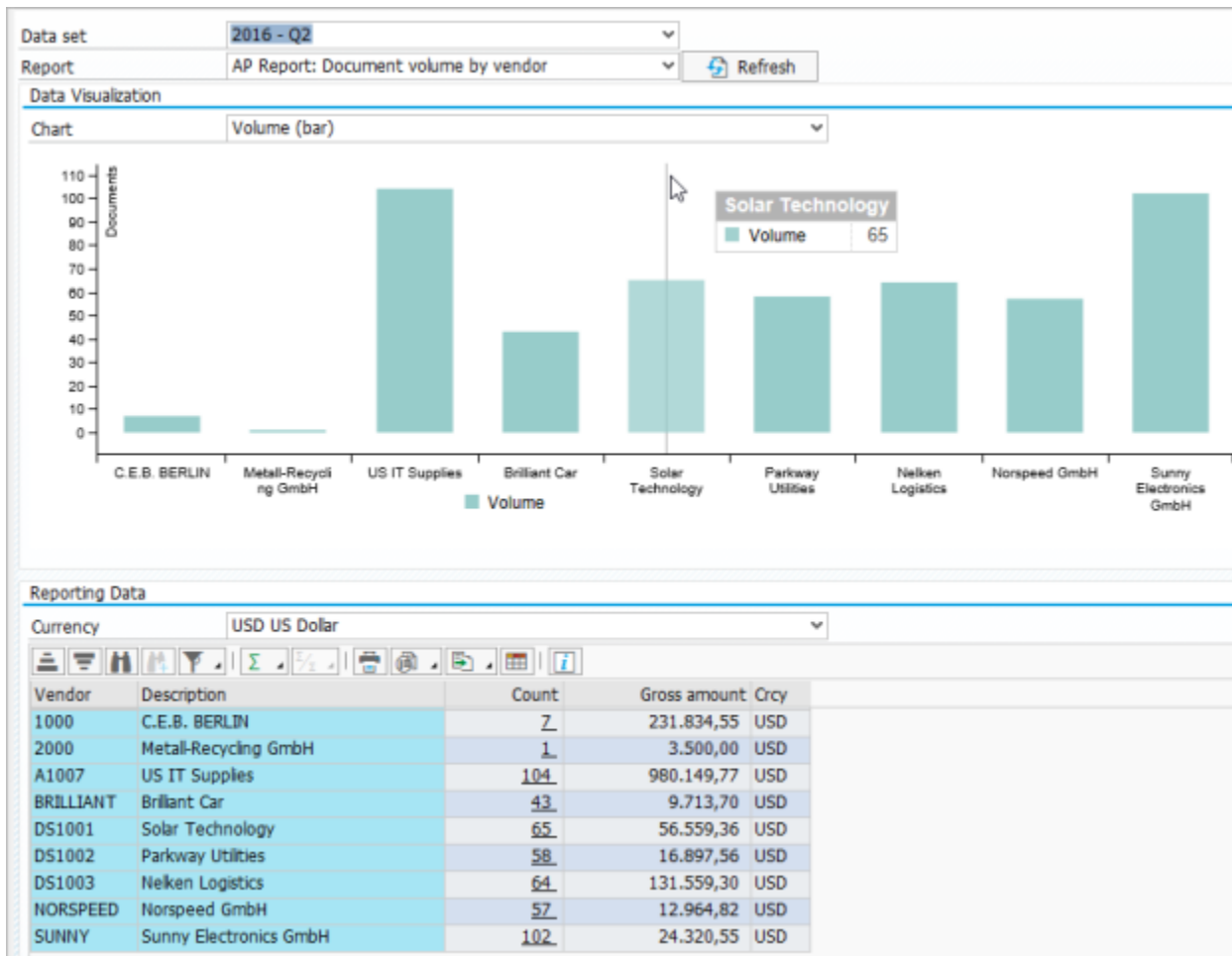
The following charts are available.

Chart	Description
Average processing times bar chart	Shows the average time taken, in days, to process assigned documents.
Average processing donut	Shows the average time taken to process assigned documents, as a percentage of the average processing time of all documents.
Total processing times bar chart	Shows the total time taken, in days, to process assigned documents.

Chart	Description
Total processing donut	Shows the total time taken to process assigned documents, as a percentage of the total processing time of all documents.

Document volume

The **Document volume** report provides an insight into the number of documents in the system.



The report is available in the following versions:

- Document volume by company code
- Document volume by owner
- Document volume by vendor

Note Access to owner-based reports can be restricted to certain users, or suppressed for all users, by means of authorizations.

The report shows the number of documents for each company code, owner or vendor, and the gross amounts of those documents. See [Assign a document to a user](#) for more information on owners.

The following charts are available.

Chart	Description
Total amount (bar)	Shows the total gross amount.
Total amount (donut)	Shows the total gross amount, as a percentage of the total gross amount of all documents.
Average amount (bar)	Shows the average gross amount.
Average amount (donut)	Shows the average gross amount, as a percentage of the average gross amount of all documents.
Volume (bar)	Shows the number of documents.
Volume (donut)	Shows the number of documents, as a percentage of the total number of documents.

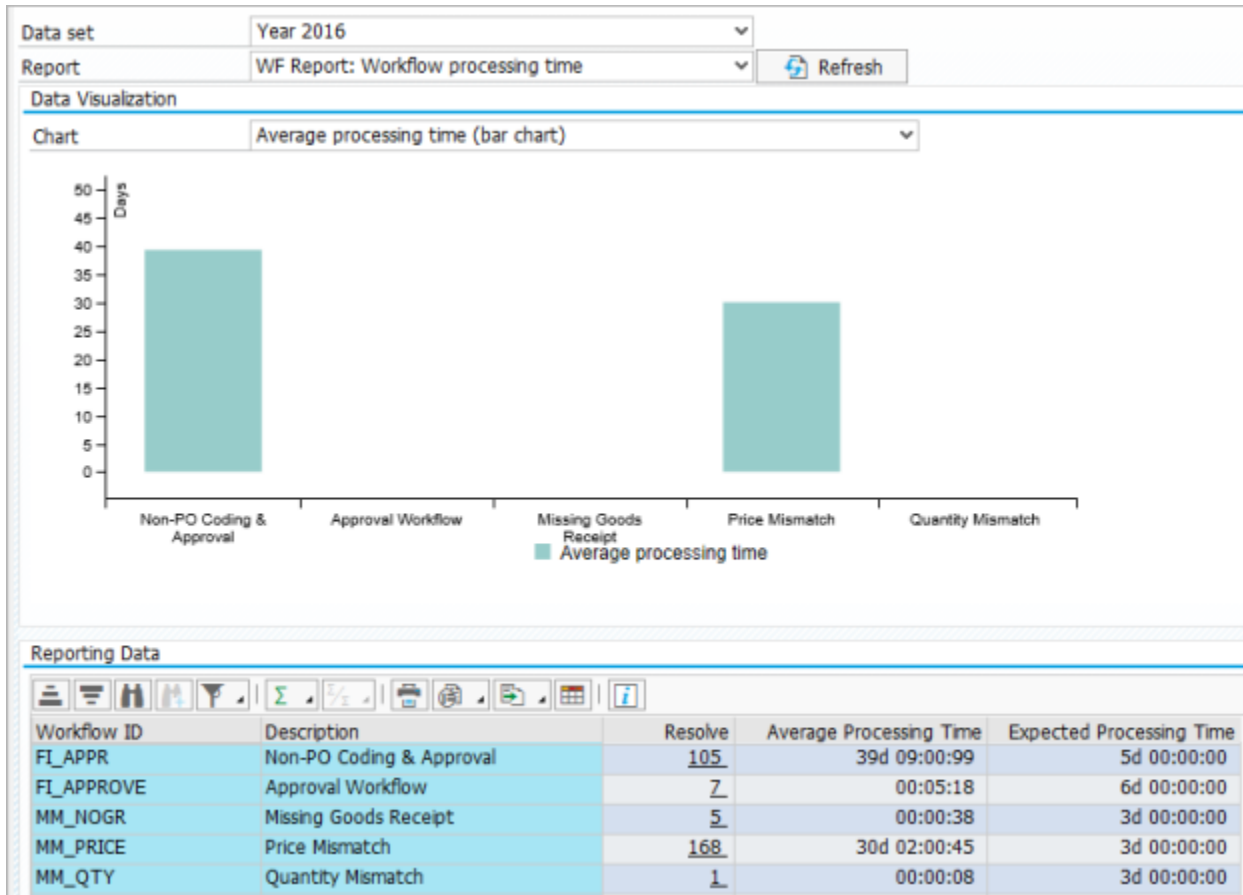
Workflow processing time

The **Workflow processing time** report provides an insight into the length of time taken to process specific workflows.

The report is available in the following versions:

- Workflow processing time: shows processing times for each workflow
- Workflow processing time by company code
- Workflow processing time by vendor

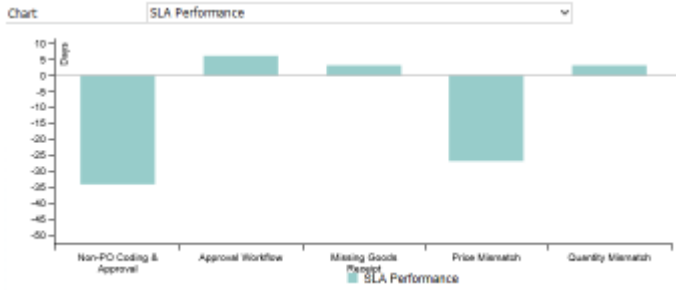
Workflow processing time



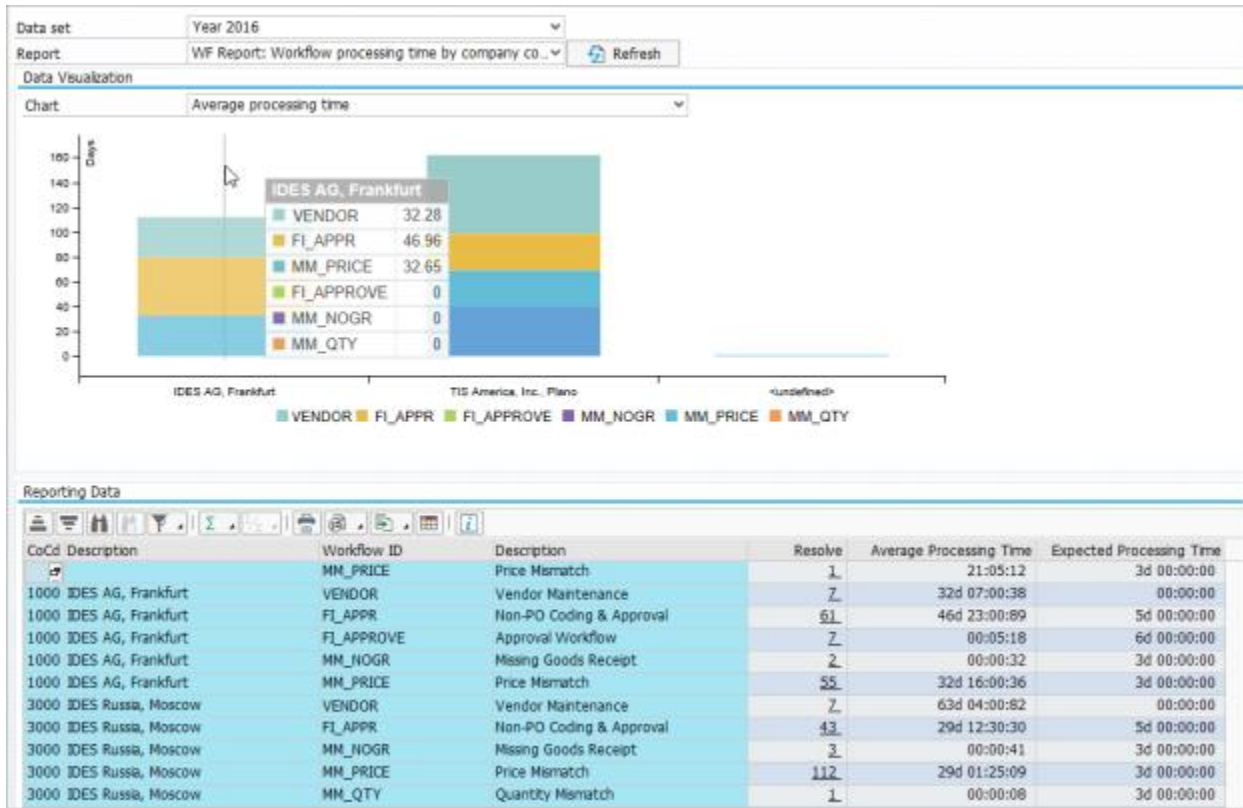
The report shows for each workflow type the number of documents processed and the average and expected processing times for workflows of that type. The expected processing time, in days, is defined in the workflow configuration. The processing times are calculated from the time the workflow was started to the time it was approved or rejected.

The following charts are available.

Chart	Description
Average processing time (bar chart)	For each workflow type, shows the average time taken, in days, to process workflows of that type.
Average processing time (donut)	For each workflow type, shows the average time taken to process workflows of that type, as a percentage of the total processing time for all workflows.

Chart	Description												
<p>SLA Performance</p>	<p>Shows the difference between the expected processing time and the actual average processing time.</p> <p>If the bar of a workflow type appears above the 0 Days line, on average that workflow type was processed in less time than expected. If the bar appears below the 0 Days line, on average the workflow type took longer to process than expected.</p>  <p>The chart displays the following approximate values:</p> <table border="1"> <thead> <tr> <th>Workflow Type</th> <th>SLA Performance (Days)</th> </tr> </thead> <tbody> <tr> <td>Non-PO Coding & Approval</td> <td>-30</td> </tr> <tr> <td>Approval Workflow</td> <td>5</td> </tr> <tr> <td>Missing Goods Receipt</td> <td>2</td> </tr> <tr> <td>Price Mismatch</td> <td>-25</td> </tr> <tr> <td>Quantity Mismatch</td> <td>2</td> </tr> </tbody> </table>	Workflow Type	SLA Performance (Days)	Non-PO Coding & Approval	-30	Approval Workflow	5	Missing Goods Receipt	2	Price Mismatch	-25	Quantity Mismatch	2
Workflow Type	SLA Performance (Days)												
Non-PO Coding & Approval	-30												
Approval Workflow	5												
Missing Goods Receipt	2												
Price Mismatch	-25												
Quantity Mismatch	2												
<p>Total processing time (bar chart)</p>	<p>For each workflow type, shows the total time taken, in days, to process workflows of that type.</p>												
<p>Total processing time (donut)</p>	<p>For each workflow type, shows the total time taken to process workflows of that workflow type, as a percentage of the total processing time for all workflows.</p>												
<p>Volume (bar chart)</p>	<p>For each workflow type, shows the number of documents sent to a workflow of that type.</p>												
<p>Volume (donut)</p>	<p>For each workflow type, shows the number of documents sent to a workflow of that type, as a percentage of the total number of documents sent into workflow.</p>												

Workflow processing time by company code/vendor



The report shows for each company code or vendor the number of documents processed for each workflow type and the average and expected processing times. The expected processing time, in days, is defined in the workflow configuration. The processing times are calculated from the time the workflow was started to the time it was approved or rejected.

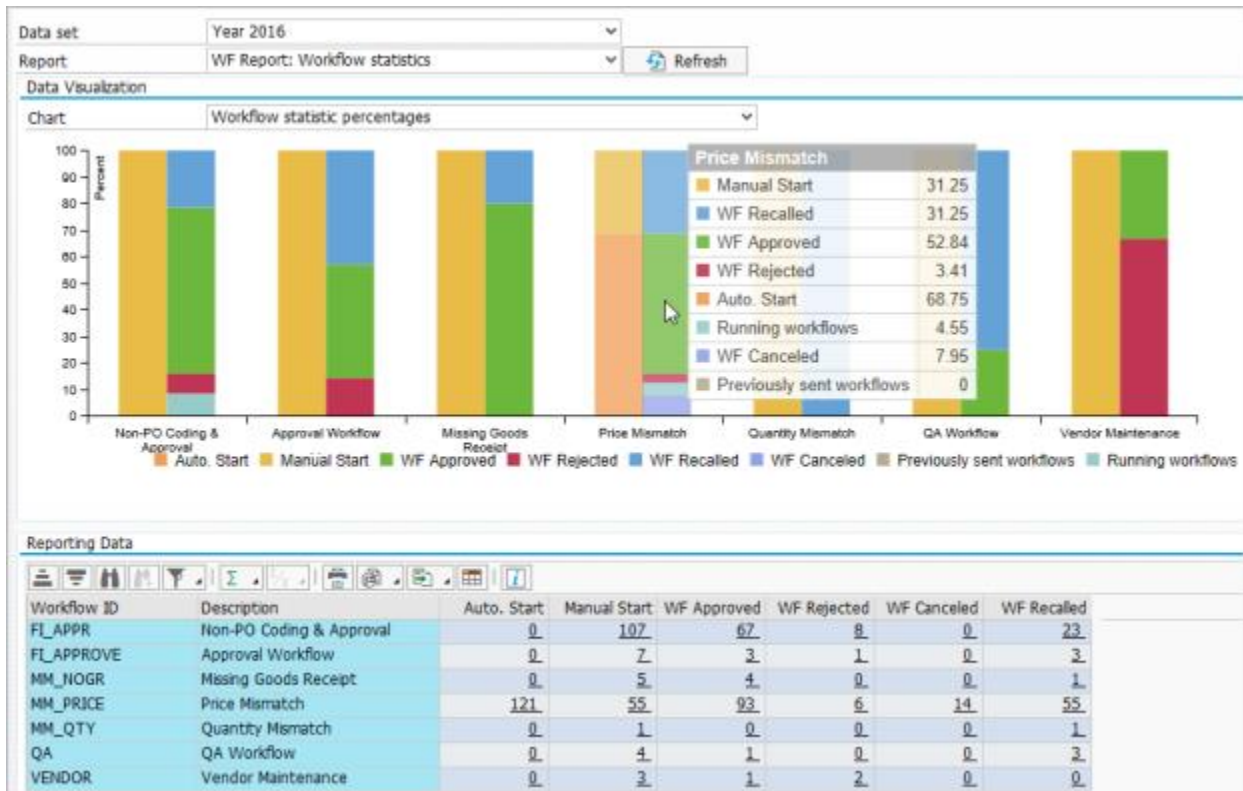
The following charts are available.

Chart	Description
Average processing time	For each company or vendor, shows the average time taken, in days, to process each workflow type.
SLA Performance	Shows the difference between the expected processing time and the actual average processing time. If the bar of a workflow type appears above the 0 Days line, on average that workflow type was processed in less time than expected. If the bar appears below the 0 Days line, on average the workflow type took longer to process than expected.

Chart	Description
Total processing time	For each company code or vendor, shows the total time taken, in days, to process each workflow type.

Workflow statistics

The **Workflow statistics** report provides an insight into the actions taken on documents in workflow.



The report is available in the following versions:

- Workflow statistics: shows statistics for all workflow types
- Workflow statistics by company code
- Workflow statistics by vendor

The report shows for each workflow type the number of workflows that were started automatically and manually, as well as the number of workflows that were approved, rejected, called back, or canceled (that is, automatically called back). Automatic workflow start can be defined in the workflow configuration.

The following charts are available.

Note Charts are only available for the general **Workflow statistics** report.

Chart	Description
Workflow statistics percentages	<p>For each workflow type, shows how the workflows were started, and which actions were taken on the workflows.</p> <p>The bar on the left shows the percentage of workflows that were started manually, and the percentage that were started automatically. This bar may also include the percentage of previously sent workflows, that is, workflows that started before the beginning of the selected reporting period.</p> <p>The bar on the right shows the actions taken on the workflow, as a percentage of the total number of workflows.</p>

User settings

You can select various user-specific settings to control certain aspects of the system behavior. See the sections below for details.

To change user settings:




1. Select the menu item **Go to > User settings**.
2. Click on the appropriate tab.
3. Change the settings.
4. Click the **Save** button.

To revert to the default settings, click the **Defaults** button.


General

Setting	Description
Dialog presentation	<p>Determines how dialogs, such as the Workflow audit trail or the Send message dialog, are displayed.</p> <p>Mode Docked: Dialogs are displayed in a fixed position either on the left or right of the screen, depending on the selected Docked position setting.</p> <p>Mode Popup dialog: Dialogs are displayed in a popup window and can be moved around on the screen.</p>
Viewer presentation	<p>Determines how the document viewer, which displays the document image or statistics, is displayed.</p> <p>Mode Docked: The viewer is displayed in a fixed position either on the left or right of the screen, depending on the selected Docked position setting.</p> <p>Mode Popup dialog: The viewer is displayed in a popup window and can be moved around on the screen.</p> <p>Default position button: Only applicable if Popup dialog is selected. If you move the viewer on the screen, it remains in that position next time you open the viewer. Click this button to return the viewer to its default position at the top left of the screen the next time you open the viewer.</p>

Worklist

Setting	Description
Select data and close selection screen	<input checked="" type="checkbox"/> Checked: The selection screen closes when you click the Select data button  . <input type="checkbox"/> Cleared: The selection screen remains open when you click the Select data button  . You must manually close the selection screen by clicking the Selection Screen button  .
Start with	Specifies which selection screen settings to use when you start eFLOW Control.
Start with quick selection	Loads a specific quick selection when you start eFLOW Control or open the selection screen. This setting is only applied if you select Quick selection in the Start with list.
Start with variant	Loads a specific variant when you start eFLOW Control or open the selection screen. This setting is only applied if you select Variant in the Start with list.
Maximum No. of Hits	Specifies the default number of documents that are displayed in the document list. You can change this number in the selection screen for individual searches.

Document










Setting	Description
Open document always in change mode	<input checked="" type="checkbox"/> Checked: Opens documents in change mode. <input type="checkbox"/> Cleared: Opens documents in display mode. You must manually switch to change mode by clicking the Display/Change mode button  .
Item variant	Specifies the default column layout of the invoice line items table in PO invoices.

Setting	Description
Expand items	<p>Applies to invoices with multi-account assignment.</p> <p><input checked="" type="checkbox"/> Checked: The account assignment lines for all line items are automatically displayed.</p> <p><input type="checkbox"/> Cleared: Accounts assignment lines are not automatically displayed. You can display them by clicking the Expand Multiple Acct Assgt button.</p> <p>See Account assignment for PO invoices or more information.</p>
Action after processing document	<p>Specifies what happens when you finish processing a document:</p> <p>Go back to the document overview list</p> <p>Go to the next document</p> <p>(Blank entry) Remain in the processed document</p>



Reference






This section provides quick reference information.

Document statuses

Status	Description
	Error. The document cannot be posted.
	Warning. The document contains warning messages, but posting is possible.
	Ready. The document is free of errors and can be posted.
	Posted to SAP.
	Parked.
	Posted and paid.
	The document is in the waiting queue .
	Declined. The document can no longer be edited.
	The document is currently in eFLOW Extract. See eFLOW Extract documents for more information.

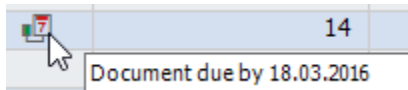
Workflow statuses





Status	Description
	Sent.
	Sent to a user for whom you are an active substitute.

Status	Description
	Approved.
	Rejected.
	Canceled.
	An inquiry has been sent.
	An inquiry has been answered.





Discount statuses













Discount statuses are calculated based on the payment terms defined in the document. If different cash discounts are specified (for example, 14 days 3%, 30 days 2%, 45 days net), eFLOW Control displays different icons to indicate which discount date is approaching. To view the exact date until which the discount is offered, position the mouse cursor over the icon:



Status	Description
	The first discount date is approaching.
	The first discount date has passed, the second discount date is approaching.
	The first and second discount dates have passed, the net payment terms date is approaching.
	Payment is overdue.

Shortcut keys and toolbar buttons

Action	Shortcut	Button
Go back	F3	
Cancel	F12	
Close eFLOW Control	Shift + F3	
Display or hide the selection screen	Shift + F1	
Apply selection criteria to display the corresponding documents	Ctrl + F4	
Refresh the document list to show the latest changes	Shift + F9	
Display the document detail	F9	
Display or refresh the image viewer	Ctrl + F1	
Display the vendor in SAP	Ctrl + Shift + F5	
Display the purchase order in SAP	Ctrl + Shift + F6	
Display the accounting document in SAP	Ctrl + Shift + F7	
Display the invoice document in SAP	Ctrl + Shift + F8	
Display the workflow audit trail	Shift + F5	
Display the process log	Ctrl + F3	
Display the change history	Ctrl + F11	

Action	Shortcut	Button
Display statistics	Shift + F11	
Change the document owner	Ctrl + F9	
Set a document to wait	Ctrl + F7	
Decline a document	Shift + F2	
Add or remove a tag	Shift + F4	
Send a message	Ctrl + F2	
Check a document	Shift + F6	
eFLOW me	F5	
Simulate a document	Ctrl + F5	
Post a document	F6	
Post as supervisor	Ctrl + F8	
Park a document	Shift + F4	
Process a document in the SAP transaction	F7	
Reverse a document	Ctrl + F6	
Start a workflow	Shift + F7	

Action	Shortcut	Button
Call back a workflow	Shift + F8	