Approver Training

OnBase Training
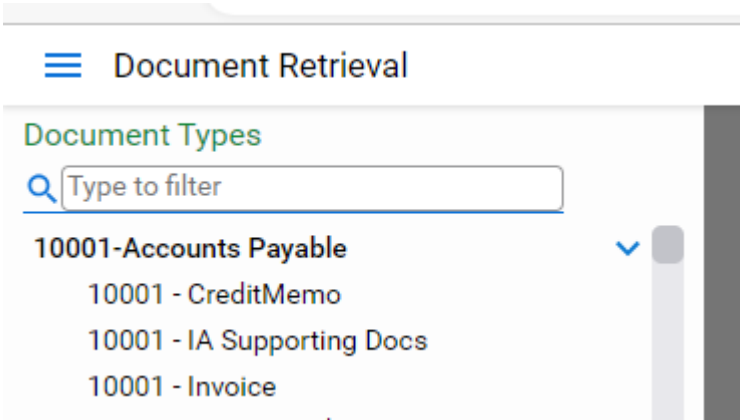
Agenda

- How to view Your Queue

- Understanding Actions Required

- Understanding the Queues in OnBase

- Questions

How to View Your Queue in OnBase

Document

Document Retrieval

Custom Queries

New Form

Import Document

Batch Indexing

Workflow

Open Workflow

Then click OPEN WORKFLOW

WorkView

Open WorkView

StatusView

Open StatusView

Folders

Open Folders

User

Document Retrieval

Document Types

🔍 Type to filter

10001-Accounts Payable ⌄

10001 - CreditMemo

10001 - IA Supporting Docs

10001 - Invoice

Click the ☰ then the screen on the left will open

How to View Your Queue in OnBase cont.

Approvers

Click the ⟩ in front of IAC-Invoice Approval Processing your items can be found under IAC-Approval Q

Understanding Actions Required

- View the Invoice or the AP Check Request Form
  - Check to make sure correct coding was used by Requestor
  - Check to make sure invoice total is correct
  - View GL coding to ensure what AP entered was correct.
    - You Click the GL Coding Icon to see the coding
  - If all is correct, then you click the Approve Icon
  - If not correct, then click the Route to Requestor
    - In note detail what needs to be corrected
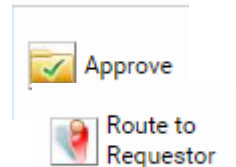
To view invoice if attached as supporting doc to an AP Check Request Form—you right click on the form and select "Cross References" a window will open, and you double click items in the list to view them

Workflow Queues Defined

AP Action Queues:

• IAP-AP Initial Review Queue—Invoice is with the AP team for indexing. It has not been released to the workflow queue.

• IAP-Items in Process—Invoices have been routed to a Requestor/Buyer and has been returned to AP to complete the process and send to Final Review.

• IAP-Rejected Queue—Invoices are rejected and will be removed from OnBase Workflow due to duplicate, invalid invoices, or payment has been made on P-Card. PO Invoice can only be rejected by a Buyer –REJECTED INVOICE WILL NOT BE PAID

• IAP-AP Final Review Queue—Invoices completed the OnBase workflow process and are waiting for the timer that pushes them to CostPoint automatically.

• ITP-Costpoint Direct Import Queue---Invoice is completed and waiting imported to Costpoint

• ITP-Import Process Exceptions Queue—Invoices failed to upload due to an issue during the process and will need to be resolved before uploading into Costpoint can take place.

Invoices are in Costpoint (Unpaid)

• ITP-Successful Release: Holding Queue:— Where the invoice will go once imported successfully into Costpoint. This Queue has a timer that runs weekly. This timer will pull anything that is due on the day, or before, of the check run into the Post Release to ERP Queue.

• ITP-Post Release to ERP Queue— Where a voucher will be sent after the timer in the Holding Que has identified it as due on or before the day of the check run. System will do a look up in Costpoint to identify the check number and check date to populate the keywords on a PAID voucher. Once voucher is identified as PAID the voucher is removed from workflow and will no longer report back a Workflow Queue when doing an inquiry.

Operation Action Queues: Manually Routed Queues

• IAC-Approval Q—Invoices in this queue are waiting on the approver to approve the invoice or route to the correct approver. Once all actions are completed and the approve icon is selected the invoice will move to IAP-Final Review Queue.

• IAF-Buyer Queue—Invoices in this Queue are waiting on the buyer to take action. Once the buyer completes the action, the completion should be documented on an OnBase note and "Return to AP" icon should be selected. The invoice will move to the IAP-Items in Process Queue.

• IAF Requestor Queue—Invoices in this Queue are waiting on the requestor to take action. The completed action should be documented on an OnBase note and the "Return to AP" icon should be selected. The invoice will move to the IAP-Items In Process Queue.

Operation Action Queues: Auto Routed Queue (System Routed)

- IAC- Receiving Mismatch— Invoices in this queue have failed the three-way match requirement (match between Receipt Amt , Accept Amt and Invoice Amt) the system does not match POR only Qty Amts and are system routed to the requisitioner on the PO for receiving and accepting actions. Requestor need to receive and accept in Costpoint (or their workorder system). Once receive and accept actions are completed and the three-way match validation occurs the invoice moves to the IAP-Final Review Queue.

The three-way match validation will trigger in one of two ways. The requestor can select the Recheck Matching Icon in OnBase to validate on demand or the system will run validations daily to sync the current actions in both systems.

If the three-way match validation fails the requestor needs to determine if the invoice, the Costpoint PO and the receipt and accept actions were completed correctly. If completed correctly and invoice still fails a PO Reconciliation will need to be completed.

If the requestor on the PO is not responsible for receiving and accepting, the requestor should select "Reassign Receiver" in OnBase and select the appropriate user for receive and accept actions.