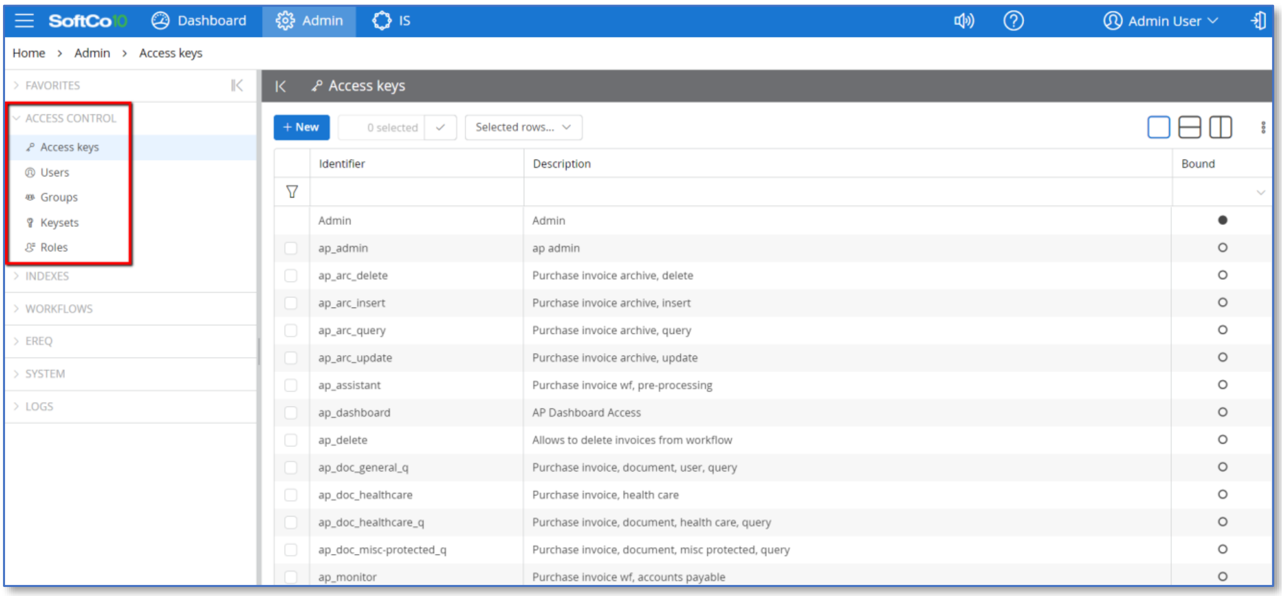
Admin User Guide

Contents

1 Access Control

The Access Control section is where the security for the different workflows is handled and archive information structures are defined. The access control section also manages the users and user rights for different modules, functions, and organizations.

The **Access Control** section is home to the following configuration elements: Access keys, Users, Groups, Keysets, and Roles:



The security model for your system is predefined and is performed during the initial system setup.

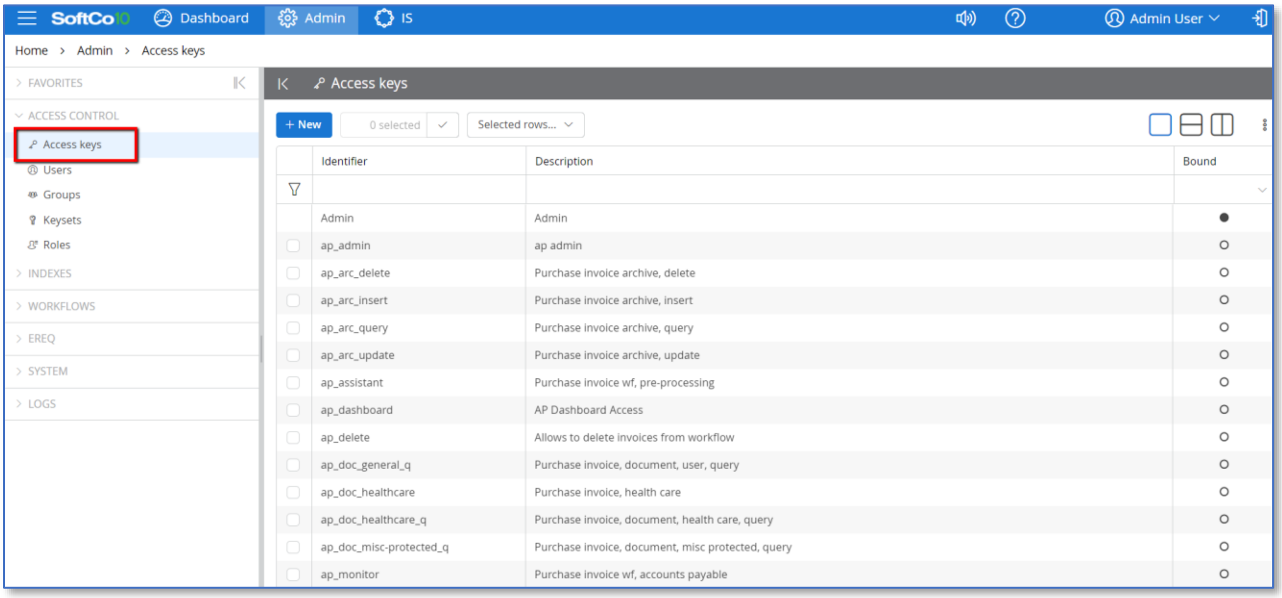
The different elements that make up the security model are linked. First, you must create access keys. Next, the access keys are assigned to roles which can then be associated with users.

For a full list of roles, functions, and organization functions (and descriptions of each), refer to the Excel file: **SoftCo10 User Roles, Functions, Organization Functions.**

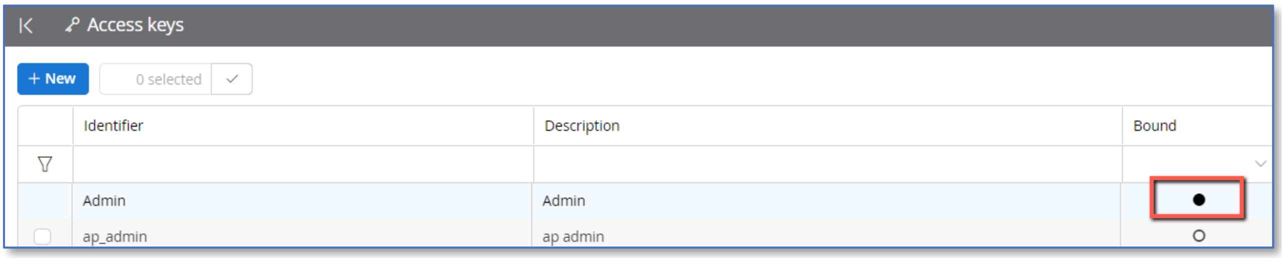
1.1 Access Keys

The system allows you to associate locks with different areas of the application. You can provide access to the locks by assigning the corresponding access key to the relevant role or user. Any users without the relevant access key cannot access that area of the application controlled by the lock.

You can access the Access keys section in **Admin -> Access control -> Access keys**:



The system is setup with several access keys. The Admin and User access keys are mandatory and will always exist in your system. The system does not allow the deletion of these keys. Access keys that are linked to the archive are indicated by a black circle in the Bound field:

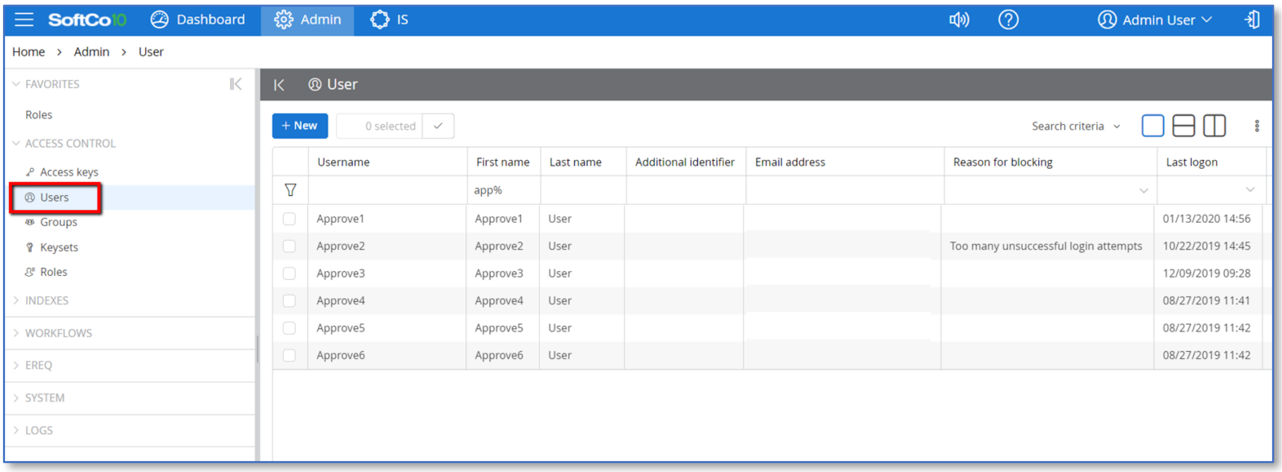


For more detailed information on Access Keys, refer to the **SoftCo10 Customer Manual**.

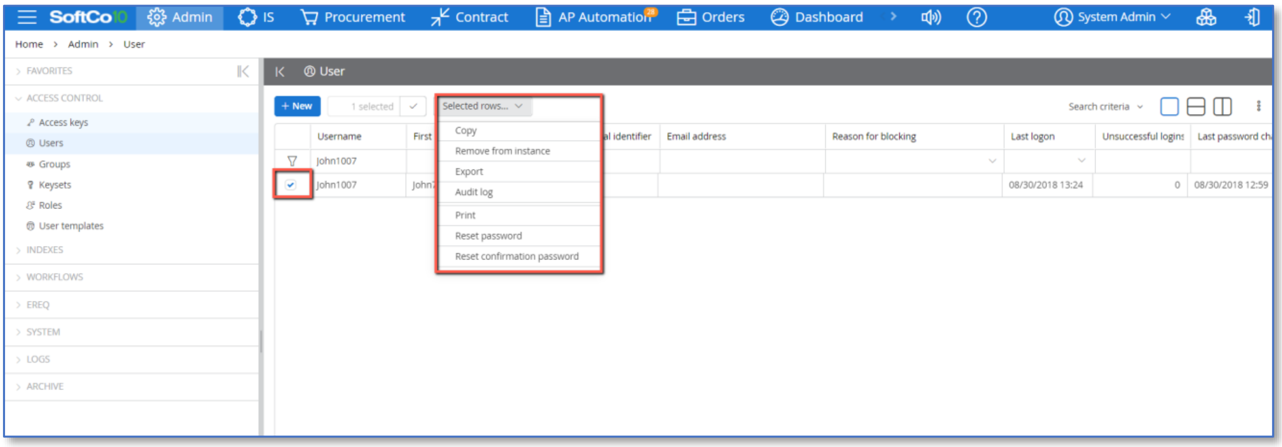
1.2 Users

Depending on the permissions set up by your administrator, if you are set up to manage users, you can view and modify users who belong to the same instance's organization (this is extended to all sub-organizations). You cannot modify your own user profile. Only the Admin user can modify their own user profile.

You can access the Users section in **Admin -> Access control -> Users**:

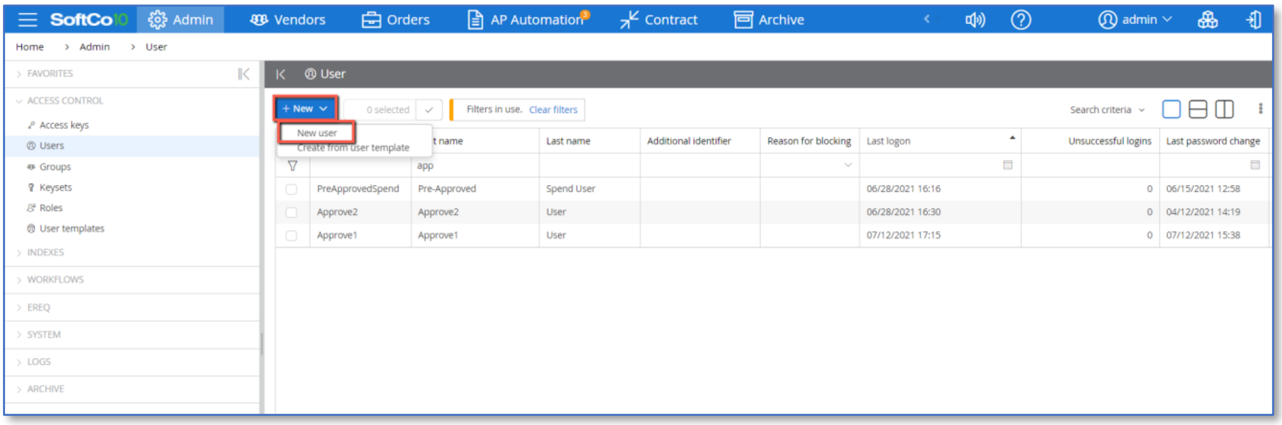


You can Copy or Remove users from the Selected rows drop down menu:

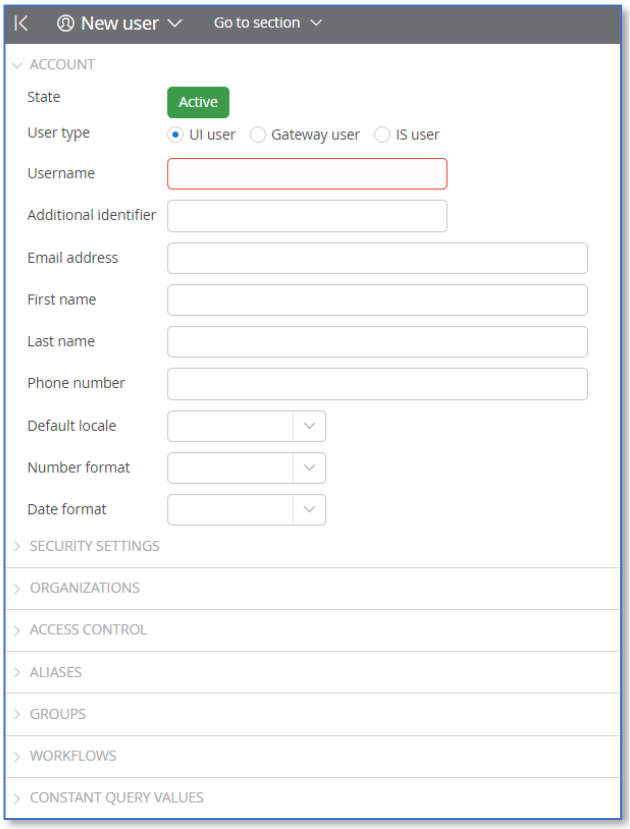


1.2.1 Create a new user

To create a new user, click **New** then click **New User**:



Complete the information, fields in red are mandatory:



User types:

- UI User: Standard access to the application via the web interface.
- Gateway User: Integration access to the application for external systems.
- IS User: Interface user for use within the IS module. The password for an IS user does not expire.

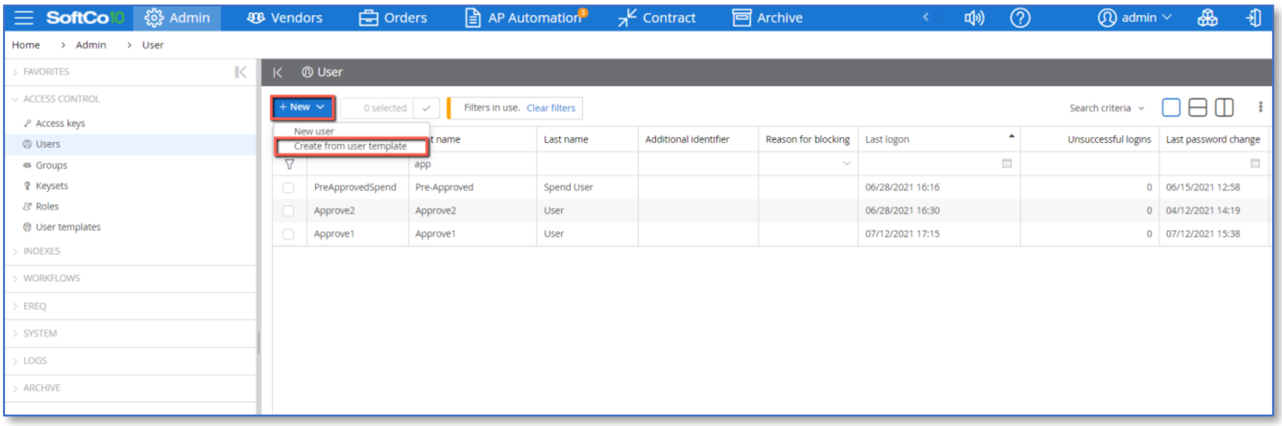
<u>As an admin super user, you will always create users as UI User.</u>

Username:
The username is a unique value in the system. It is not possible to create another user with the same username.

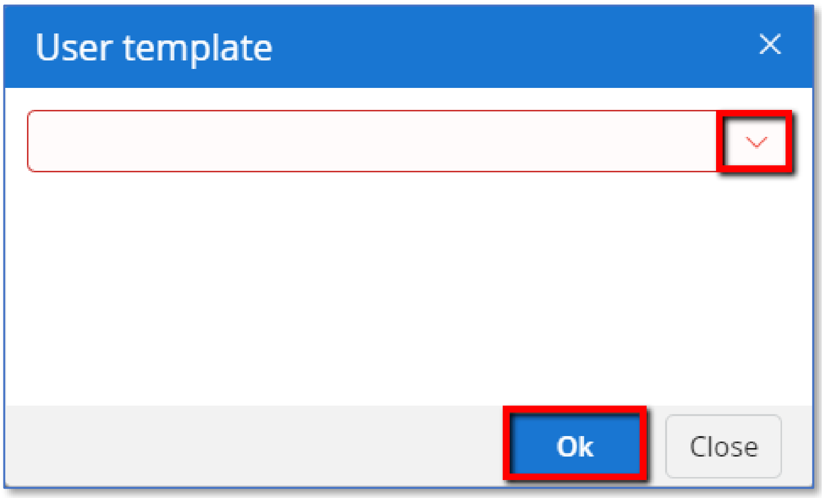
1.2.2 Create a user from user template

If there are user templates in the system, you can create a user from the template. For more information on creating user templates, go to the User templates section.

Click **New**, then click **Create from user template**:

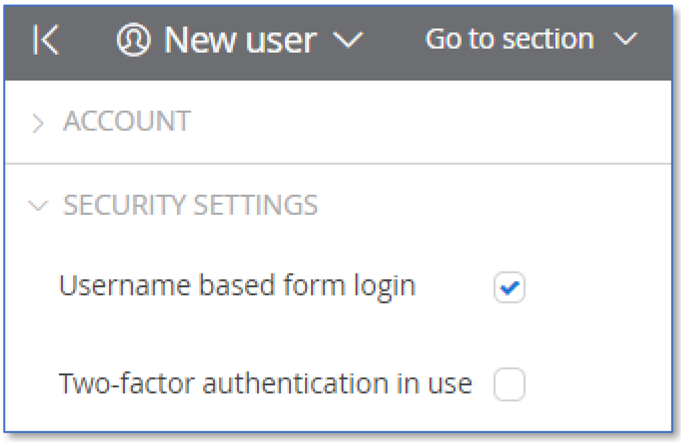


Select the template from the drop-down menu and click **Ok**:



1.2.3 Security settings

In **Security Settings**, set the login type:

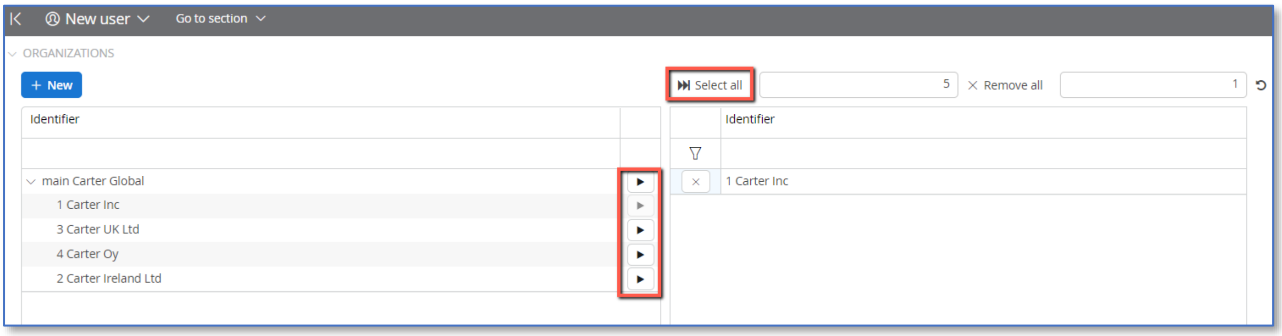


Username based form login:
By default, this setting is enabled. It determines whether it is possible to use the application held username and password to log into the system. When this setting is disabled, the system must be setup to use another means of authentication for users.

Two-factor authentication in use:
Two-Factor Authentication (2FA) is a type of Multi-Factor Authentication (MFA). It is a secure method of confirming users' identities by using a combination of two different factors (e.g. a password and a code).

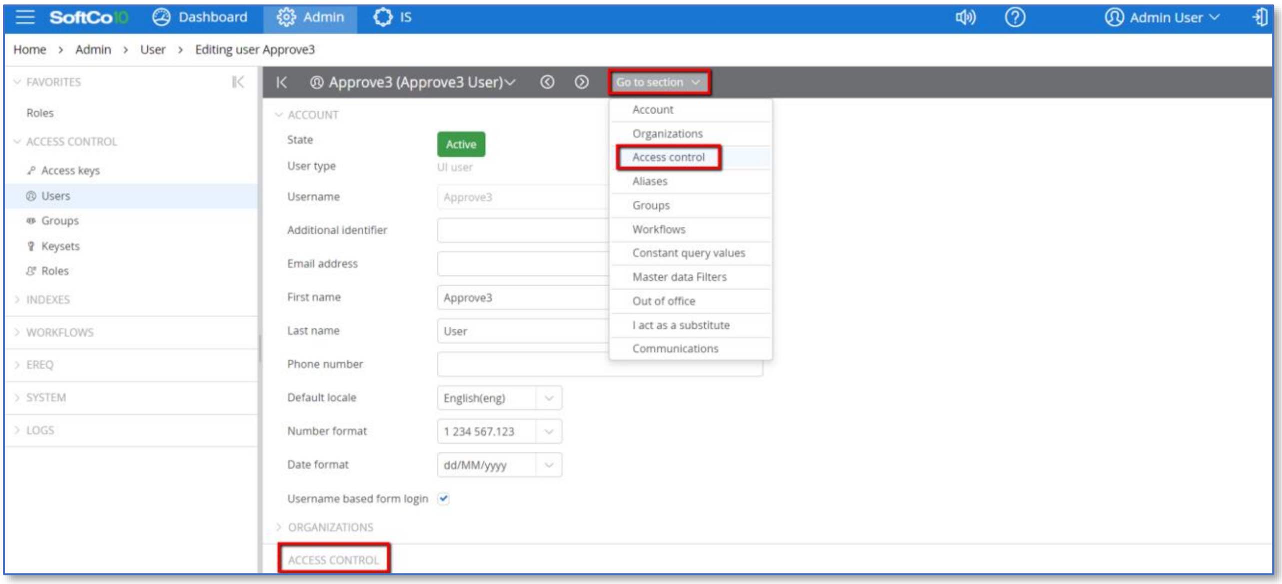
1.2.4 Organizations

In **Organizations**, add the organizations the user needs access to:

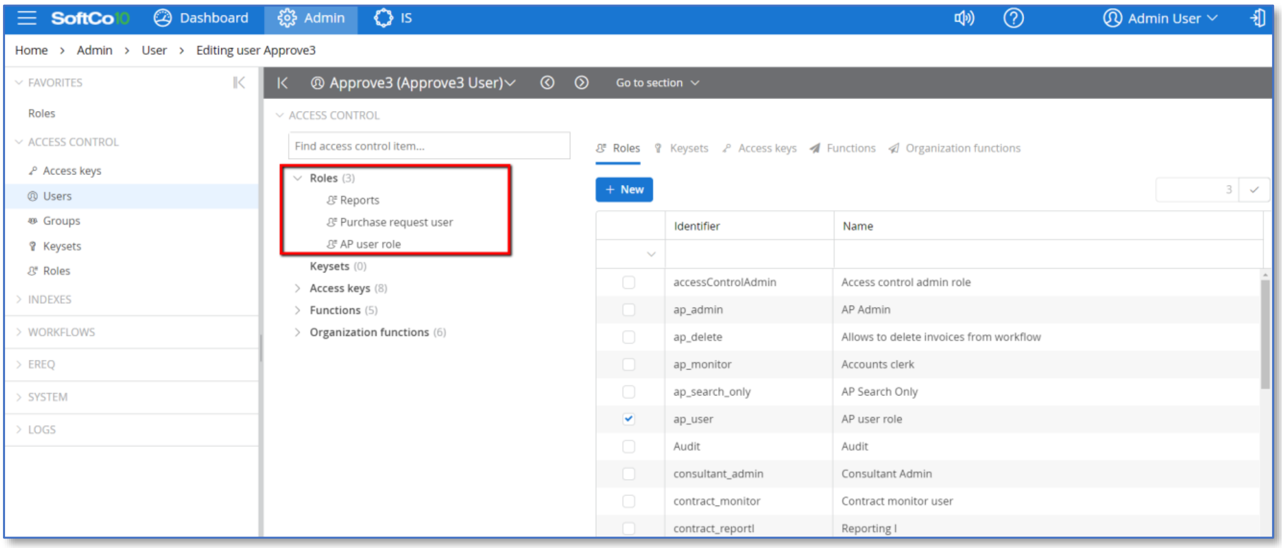


1.2.5 Access control

The Access control section determines what elements the user gets access to through the assignment of each of the access control items. Usually the rights come from the role which is been given to the user:

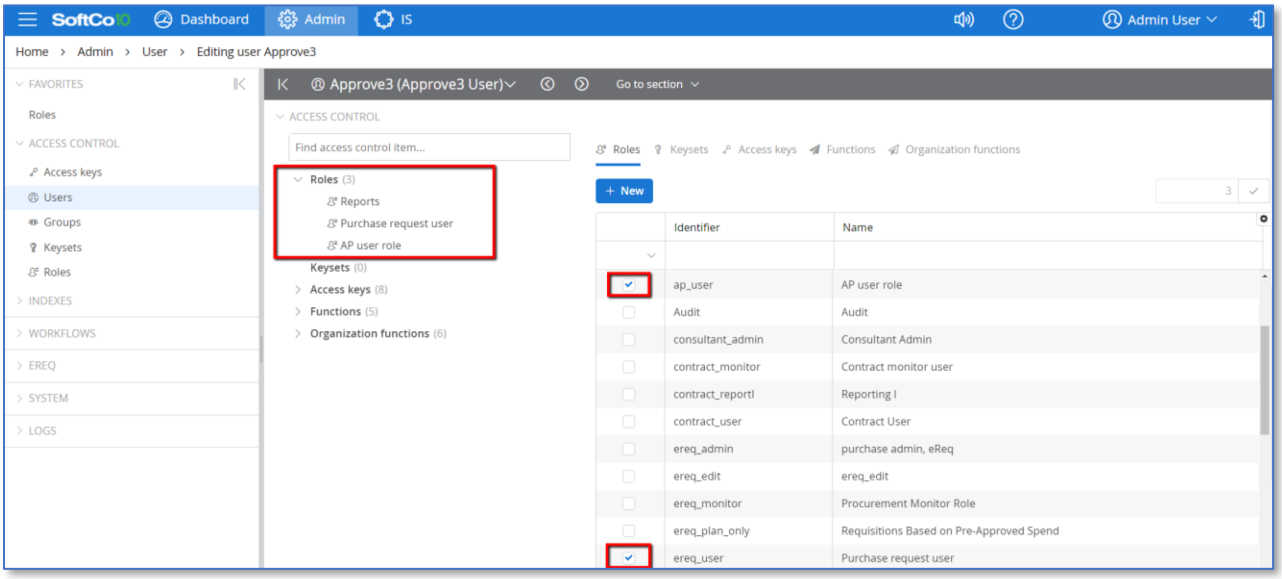


The left side of the window displays a count in every access control item. When you click the section, you can see the item and the source of the rights. In the example below, the source is the role which has been given to the user:



1.2.6 Roles tab

The Roles tab shows the roles defined in the system. Any roles currently assigned to the user are marked with a tick in the checkbox to the left of the role.



To change the role assignment, click the checkbox to either select or deselect a role and click **Save**. Roles include keysets, access keys, functions and organization functions.

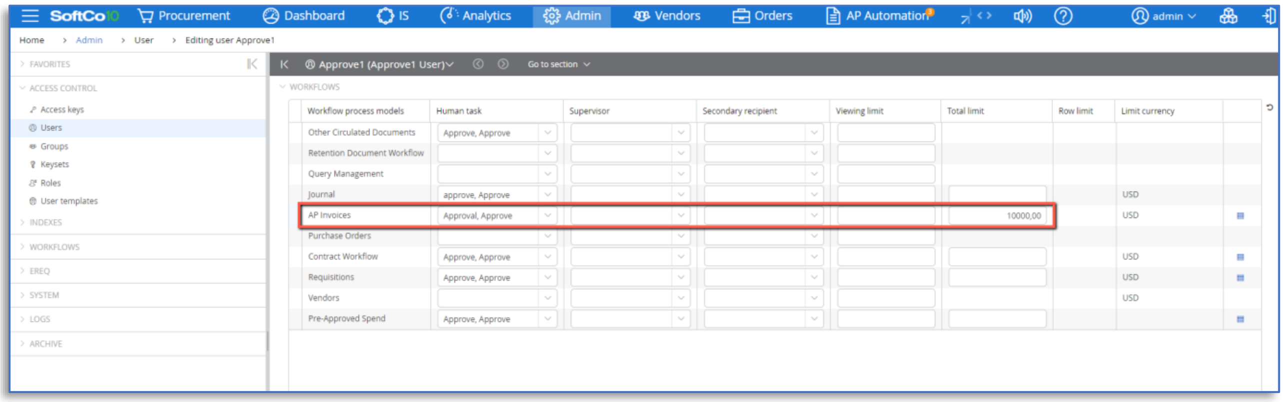
When a role is selected, the user inherits all items included in the role. When the role selection changes, the summary of access control items in the left of the window is automatically updated.

For more information on Roles, see the Roles section.

1.2.7 Workflows (approval limits)

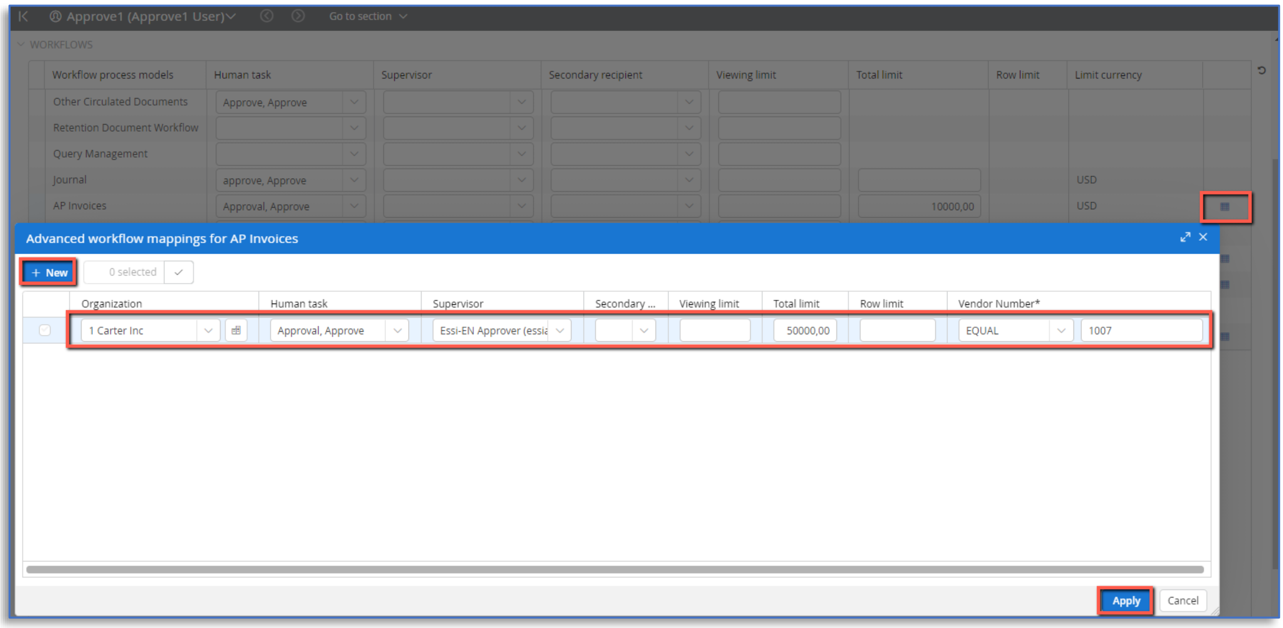
Users can be setup to have separate approval limits set per organization and vendor, if required.

This can be set in the user's **Workflows access**. E.G. a user's invoice approval level can be set to $10,000:



Then an advanced option can be applied, where the user's invoice approval level for a specific organization and vendor can be set to $50,000.

Click the blue grid to see **Advanced workflow mapping**. Click **New** and enter the required changes and click **Apply**:

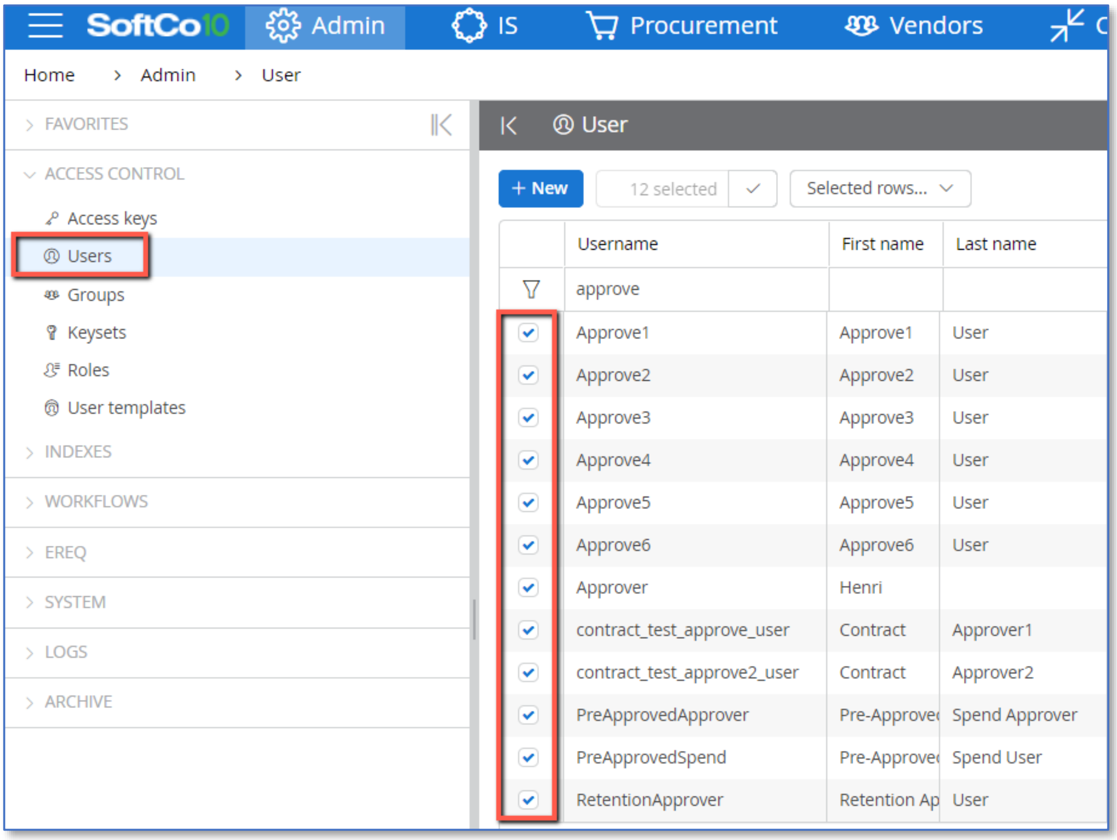


In the above example, the user will be able to approve invoices for organization 1 Carter Inc from vendor 1007 up to the value of $50,000.

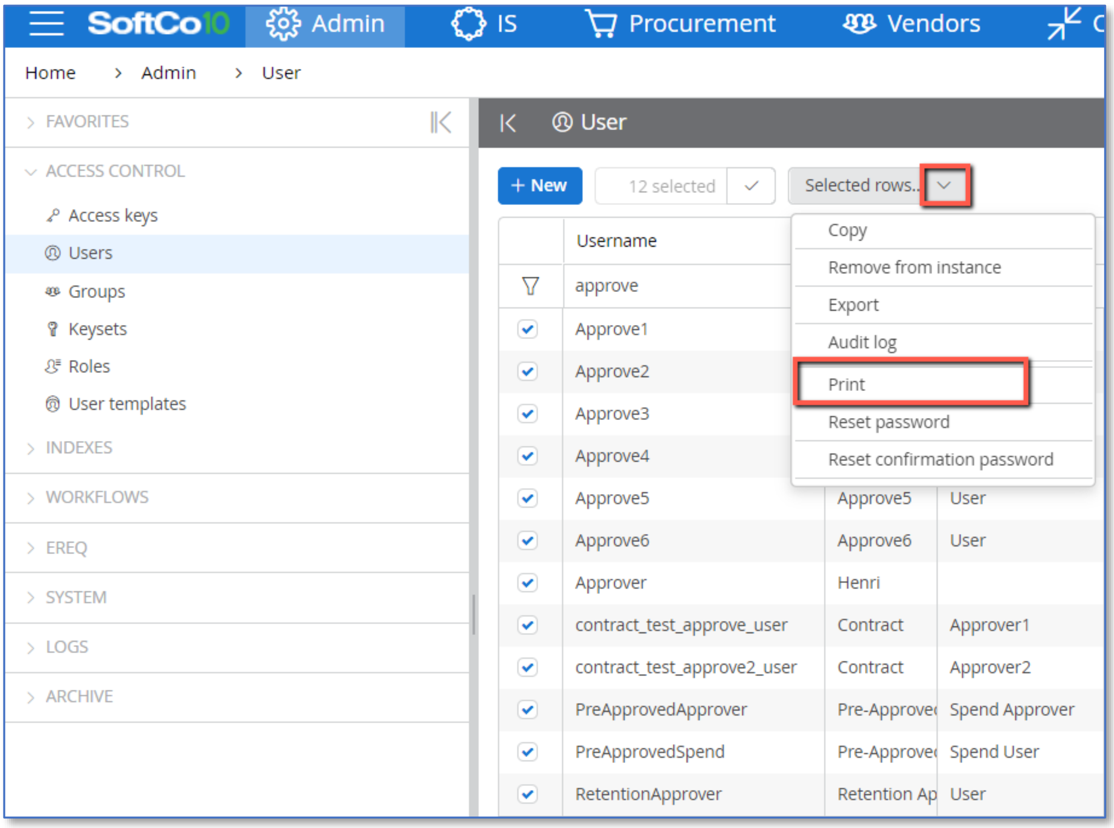
Any invoices which are not for 1 Carter Inc from vendor 1007, the user will only be able to approve up to the value of $10,000.

1.2.8 Print user details

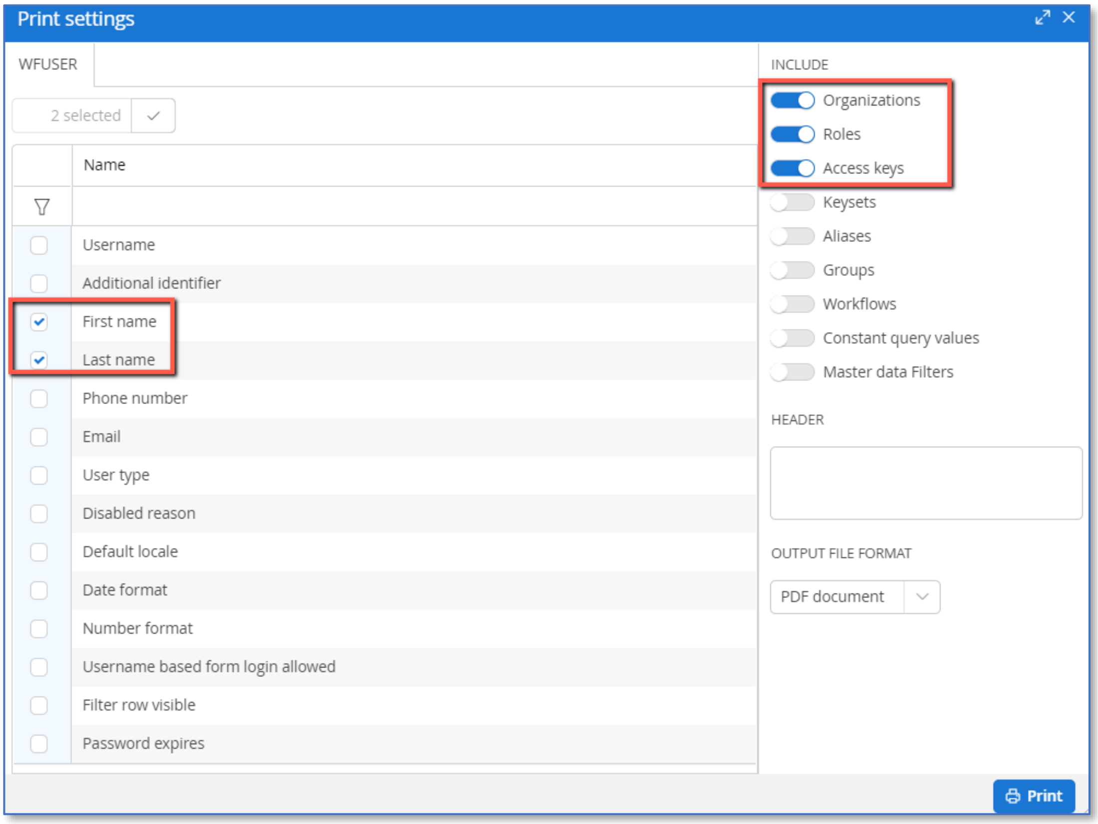
If you need to print user details (e.g. for audit requirements), it's possible to do so within the Users section. Select the users you want to print details for:



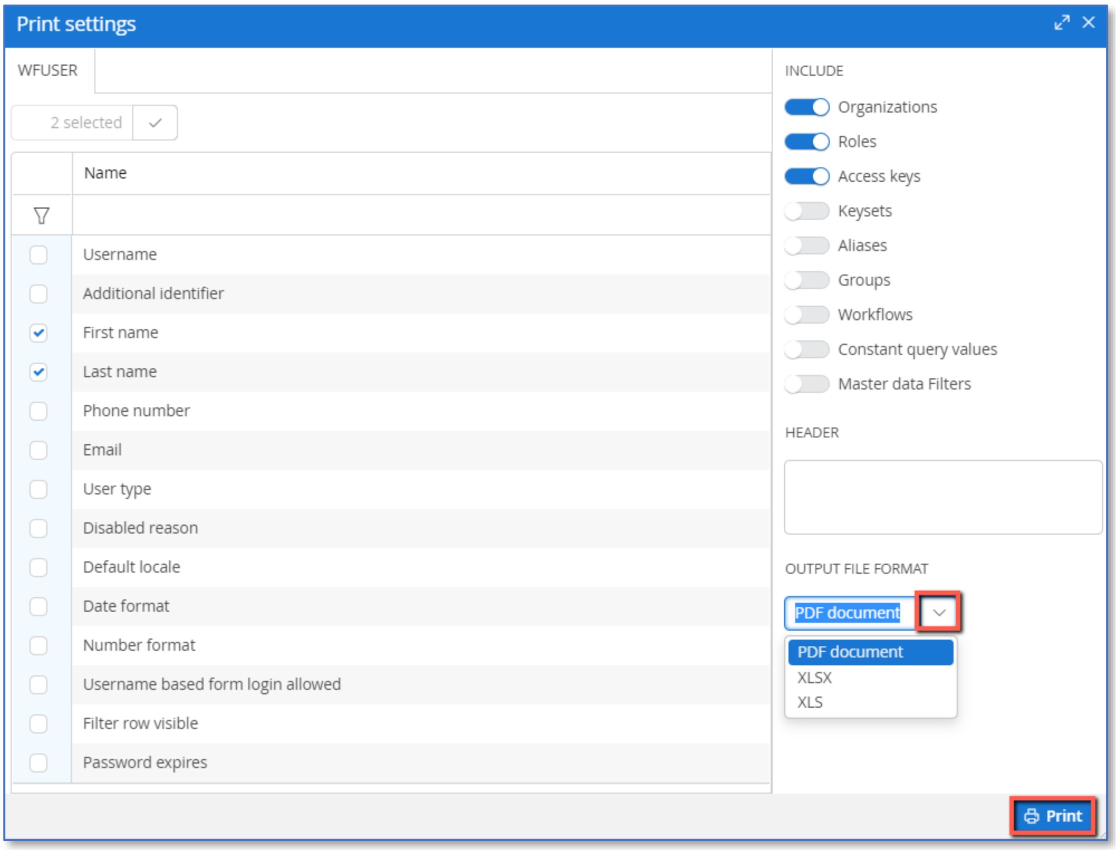
From the Selected rows drop down menu click **Print**:



Select what information you want to include:



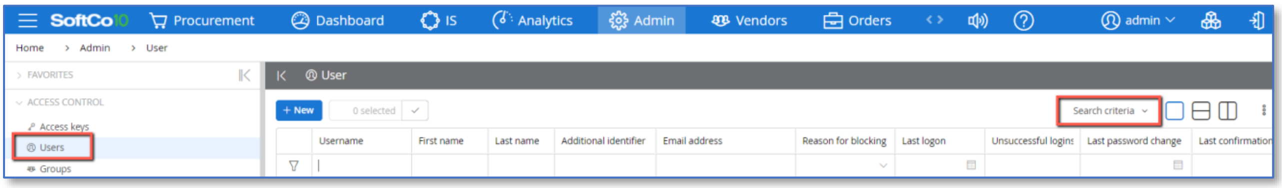
Select the output file format (either PDF or Excel) and click **Print**:



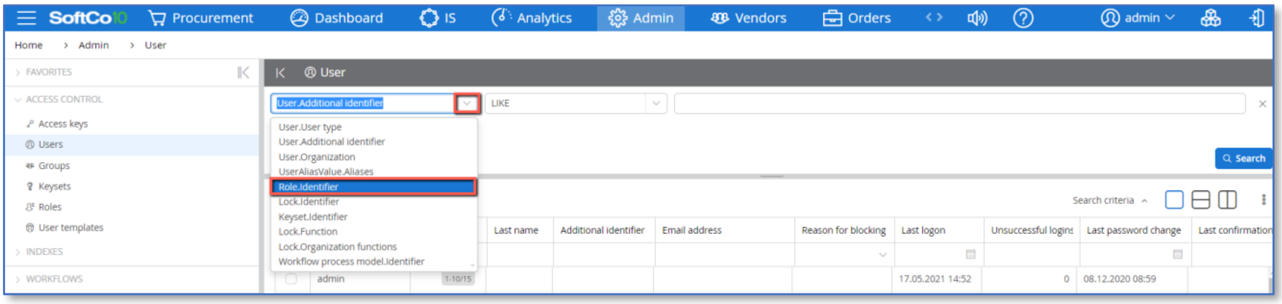
The file will then be generated. You can open the file or save to your computer, as required.

1.2.9 Searching users based on rights/roles

It is possible to search for users based on their access rights and roles. You can also search based on various other fields, such as keyset, supervisor, out of office, etc. To do this, go to **Access Control > Users** and click **Search criteria**:



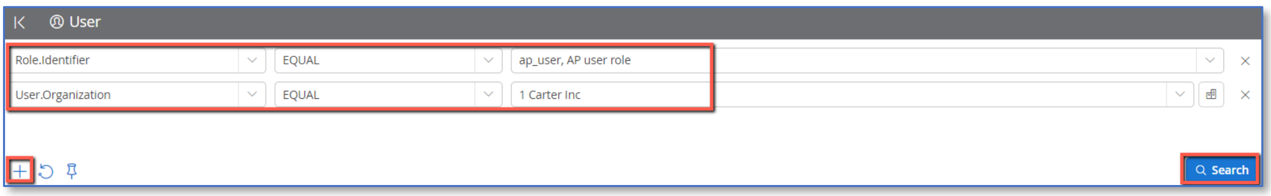
Select an item from the drop down menu to search by:



The following fields are available to search by:

- User type
- Additional identifier
- Organization
- Aliases
- Role (using identifier)
- Lock (using identifier)
- Keyset (using identifier)
- Function Lock
- Organization Function Lock
- WPM (workflow) (using identifier)
- Human Task (using identifier)
- Supervisor
- Substitute
- Out of Office (Absences Today)
- Out of Office (this will be a boolean field based on the current date)

You can add multiple fields. To do this click the **+** icon. Enter the search criteria and click **Search**:

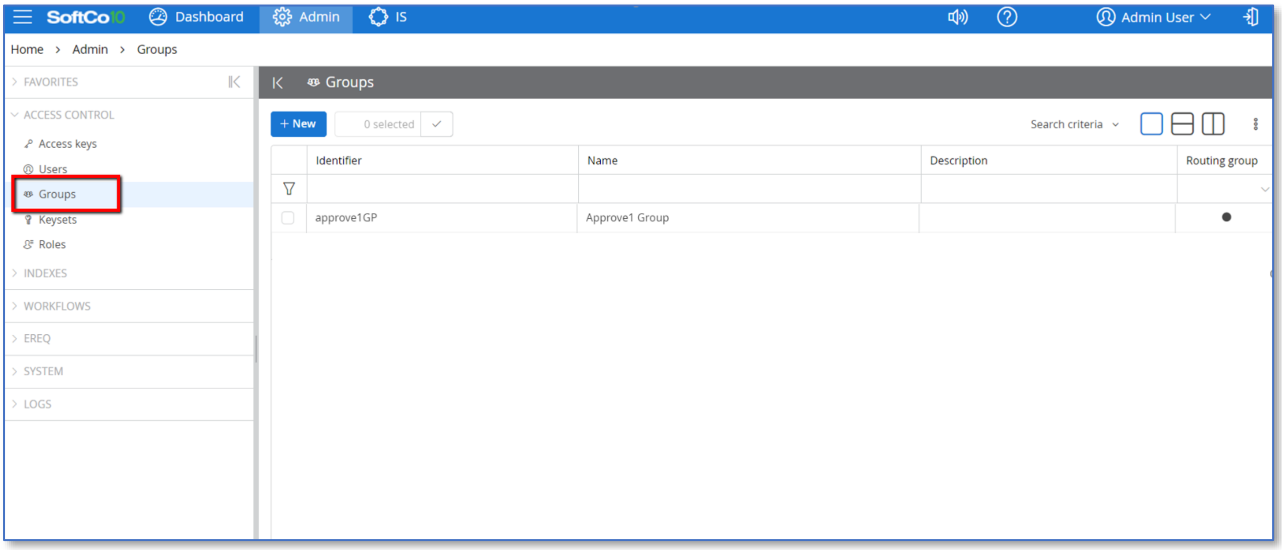


The users matching your search criteria will be displayed.

1.3 Groups

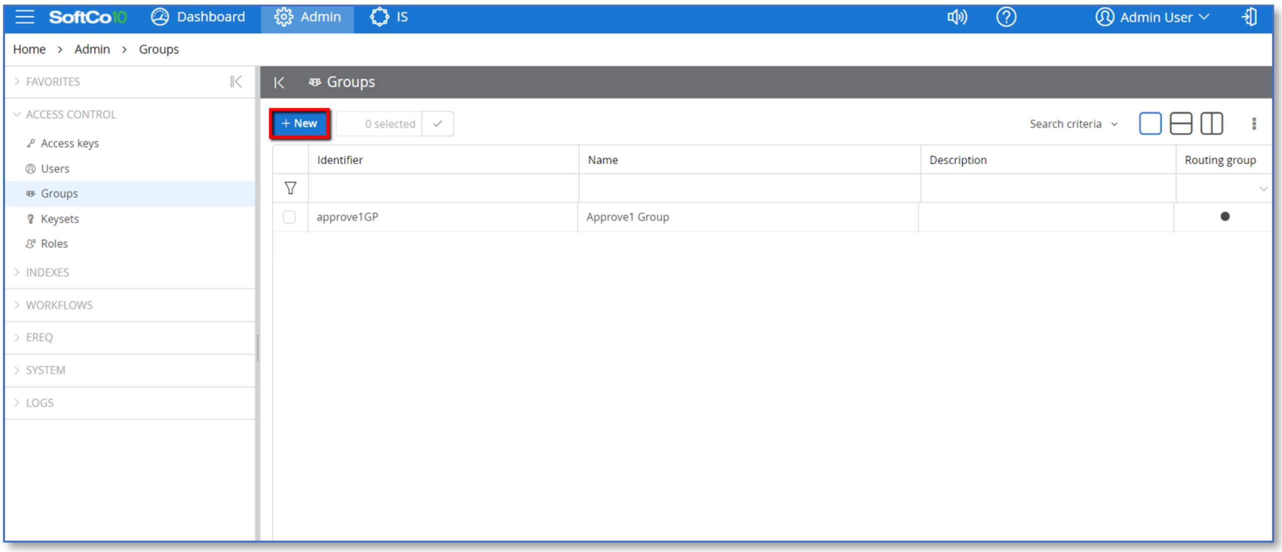
The system allows you to group users into groups, which makes it easier to manage sets of users with similar access rights or properties. Additionally, it is possible to mark a group as a routing group, which makes the group available for case assignment in workflow tasks. For example, it is possible to send an invoice for verification to a group, which removes the need to identify the individuals within the group.

You can access the Groups section in **Admin -> Access control -> Groups**. Rows in the result set with a black circle in the 'Routing group' field indicate groups with the routing option enabled:

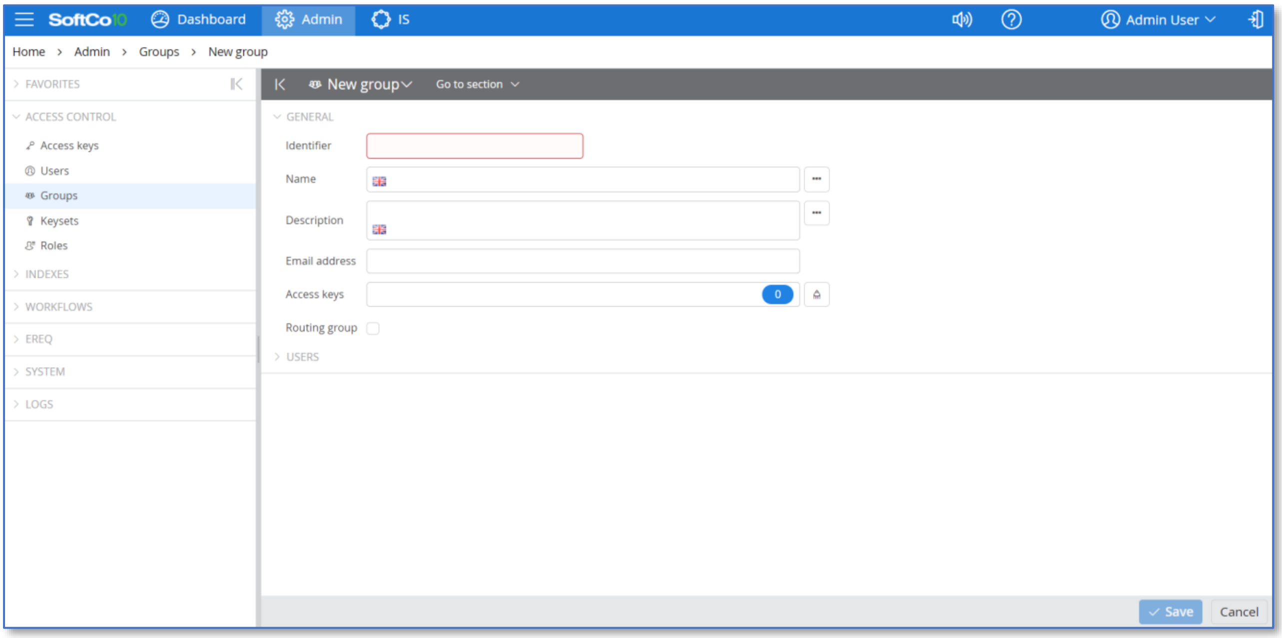


1.3.1 Create new groups

To create a new group, click **New**:



The New group screen opens:



Identifier
Group identifier.

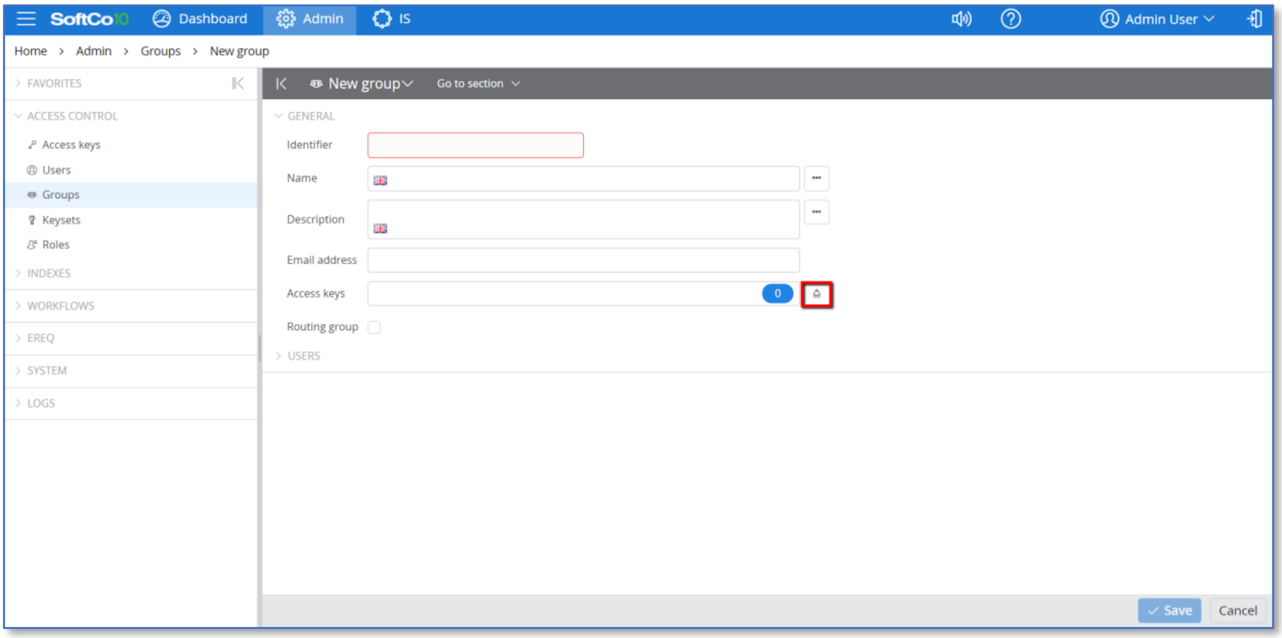
Name
Group name. Translation can be added using the ellipses button beside the field.

Description
Group description. Translation can be added using the ellipses button beside the field.

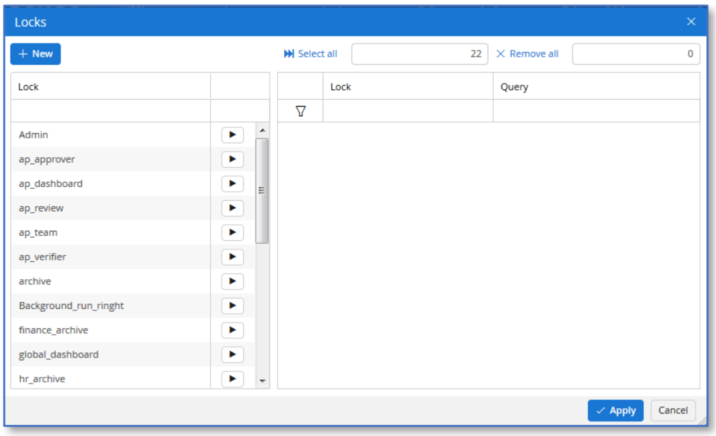
E-mail address
Email address of the group.

Routing group
Select this checkbox if you want to allow cases to be routed to the group. When this option is selected, the group is available for selection in the routing section of a case.

Access keys
Select the access key for the group. Only users with the appropriate access key can use the group in the routing (if set as routing group). Select the access keys that you want to protect the group using the twin column selector. You can add new access keys by clicking the **pencil** button:

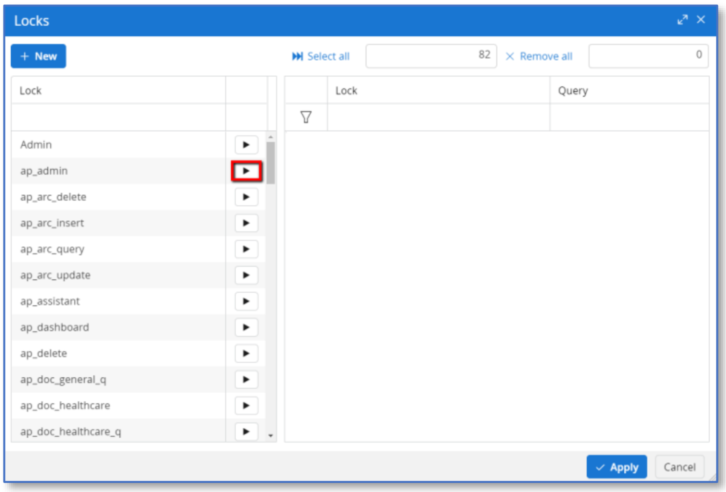


A list of users you can select from appears:

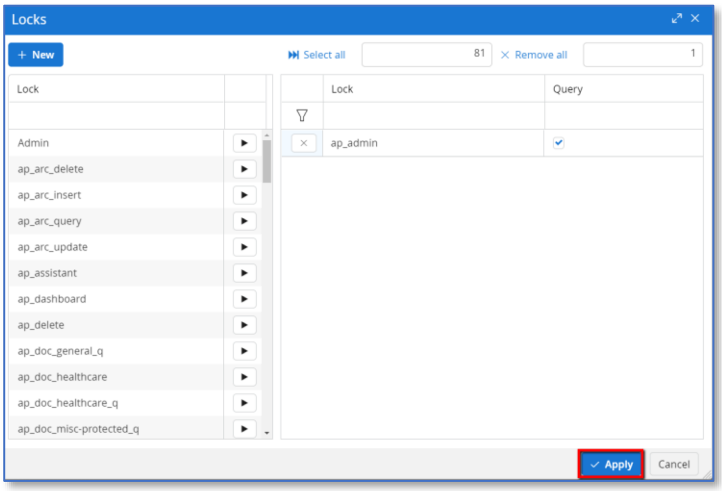


Users
You can select the users that you want to include in the group using the twin column selector. When creating the routing group, check that users have the necessary routing rights.

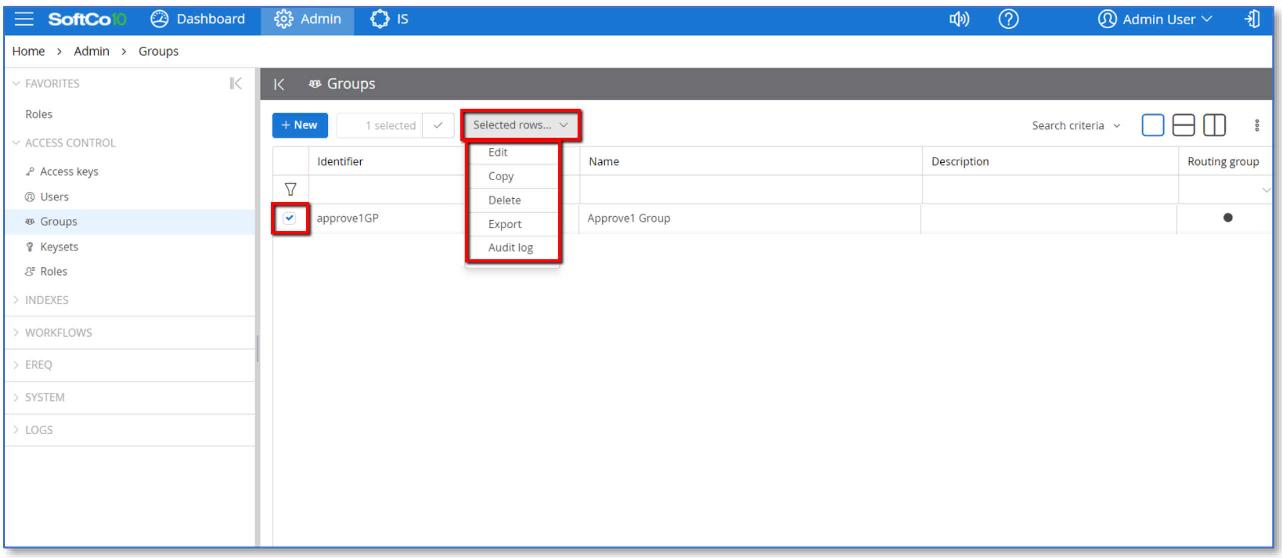
Select the users you want to add to the group. The user will move to the left side:



Once all the users have been selected, click **Apply**:

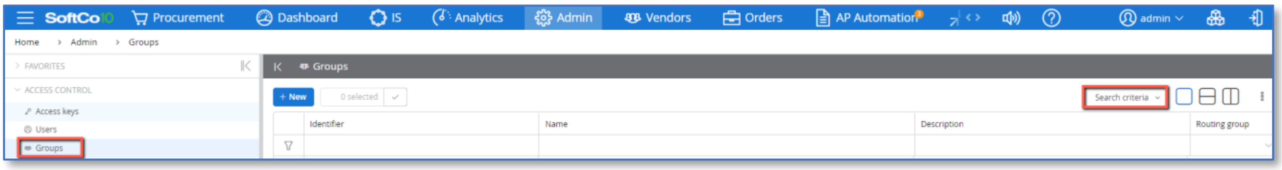


You can Edit, Copy, Delete etc. from the Selected rows drop down menu:

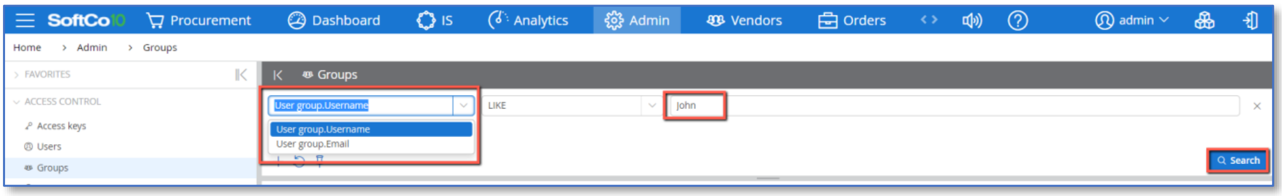


1.3.2 Searching users in a group

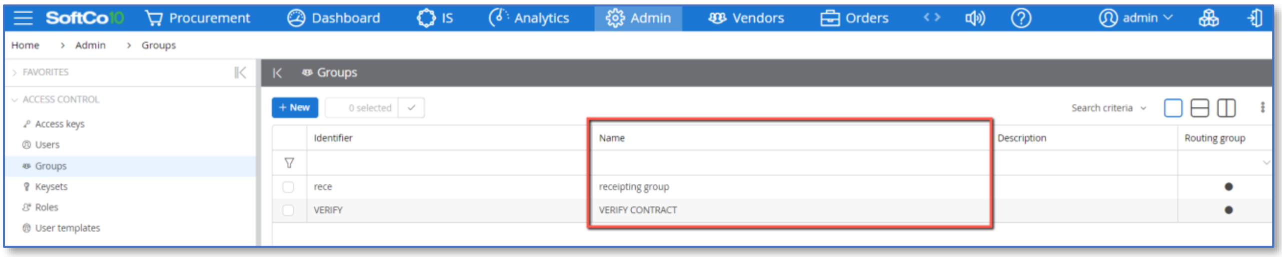
You can search for a user to see what groups they are included in. In Groups, click **Search Criteria**:



Enter the name or email address of the person you want to find, click **Search**:



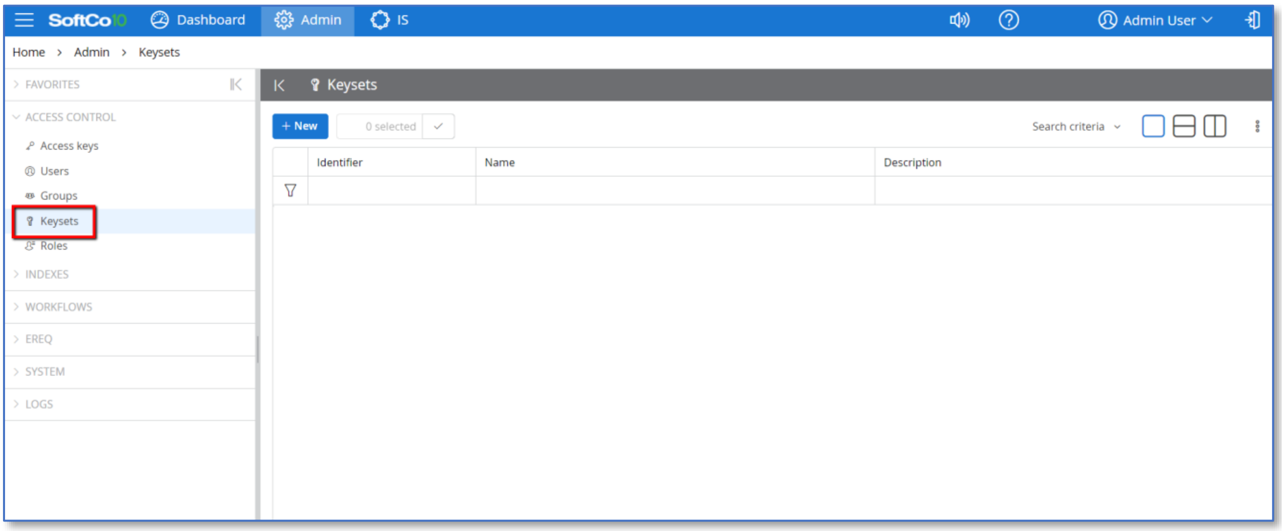
The groups that person is included in will appear on screen:



1.4 Keysets

The system allows you to group access keys into sets which can be easier to manage in systems that have many access keys. A keyset can be given a relevant name (a department name for example) so it is clearer what resources are controlled by the individual access keys.

When you provide access to a keyset, the user or group will have the access resulting from the aggregate of all the access keys in the set. You can access the Keysets section in **Admin -> Access control -> Keysets**:



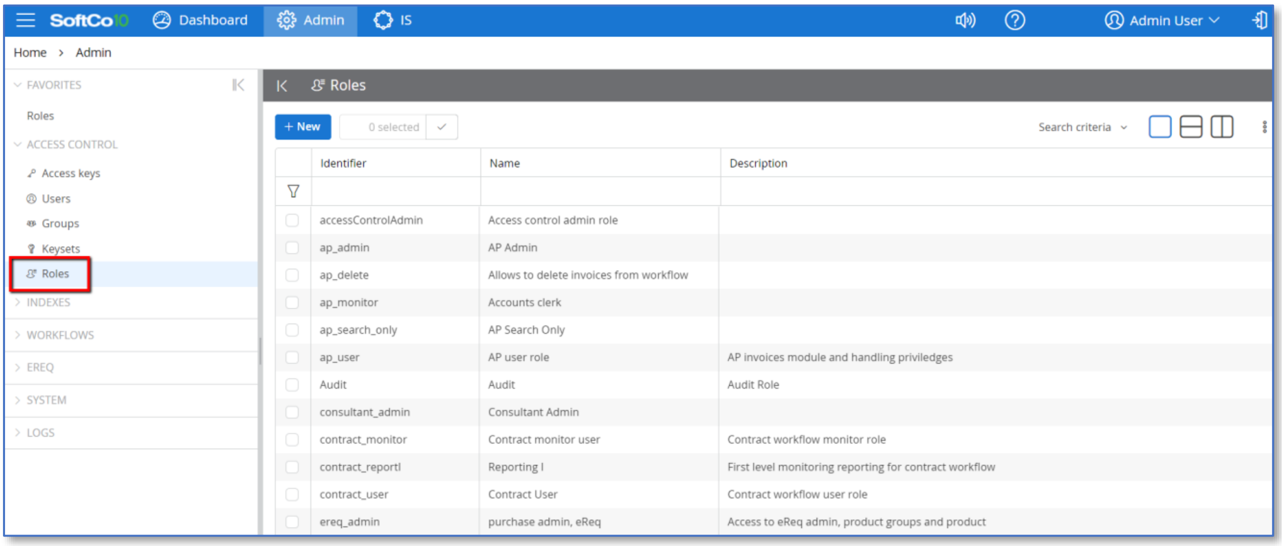
Keysets changes are made by your SoftCo system administrator/consultant. For more detailed information on Keysets, refer to the **SoftCo10 Customer Manual**.

1.5 Roles

To simplify the management of users, the system allows you to setup roles rather than assigning security elements to users directly. You can assign a number of roles and then link the users to the roles. If the security requirements change, you only need to update the relevant role(s), rather than editing each of the users.

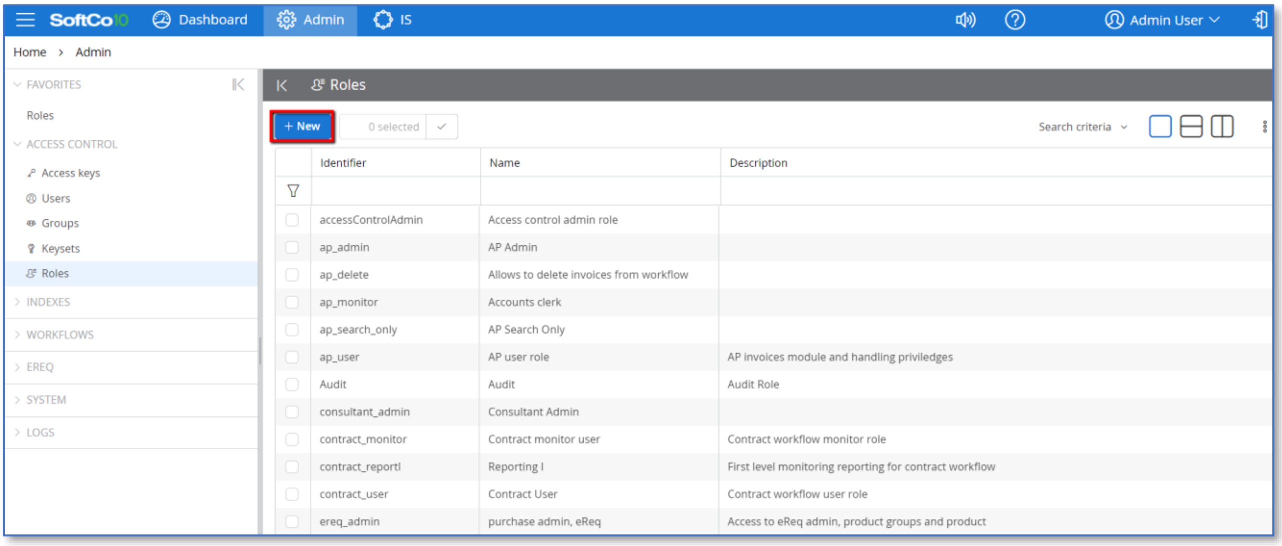
You can associate keysets, access keys, functions, organization functions, and constant query values to a role. Users linked to this role automatically inherit the security elements included in it.

You can access the Roles section in **Admin -> Access control -> Roles**:

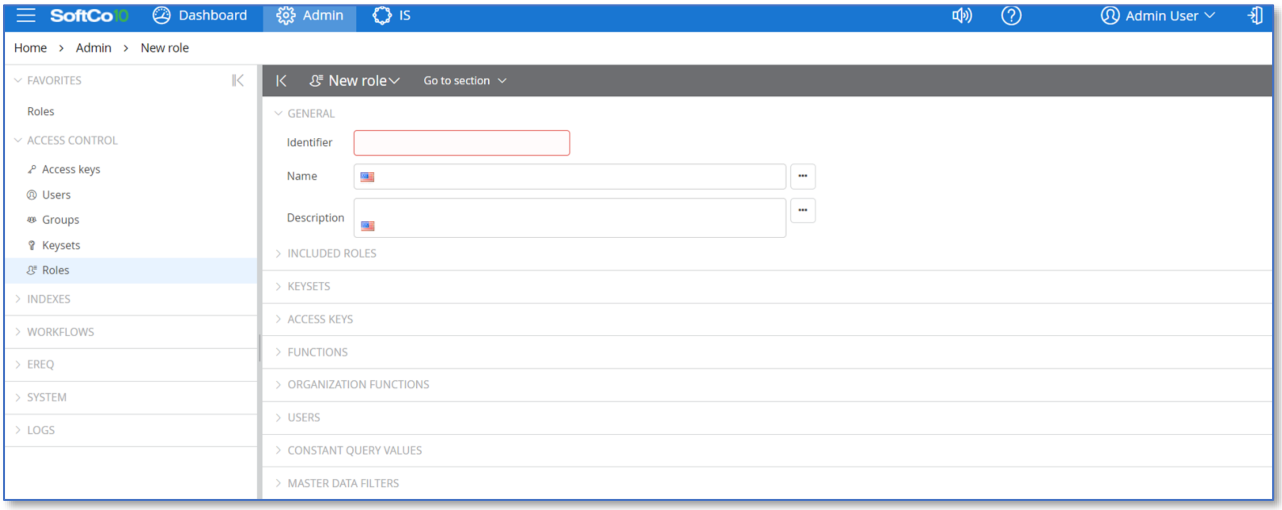


1.5.1 Create a new role

To create a new role, click **New**:



The New role screen opens:



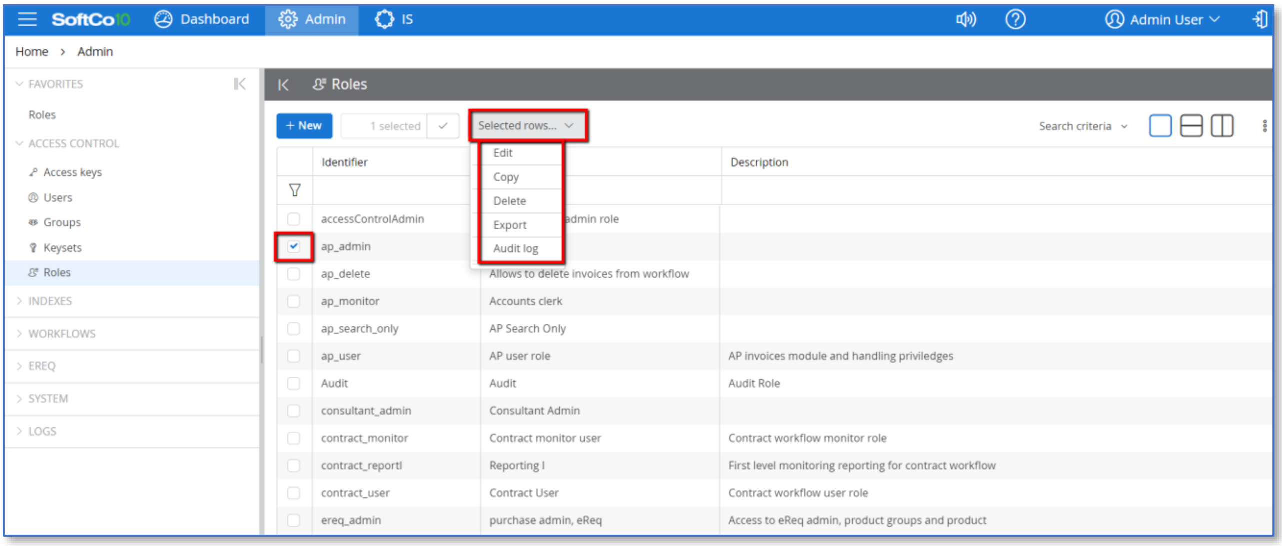
Identifier
Add identifier for the role.

Name
Add name for the role. Translation can be added using the ellipses button beside the field.

Description
Add description for the role. Translation can be added using the ellipses button beside the field.

Complete the fields and click **Save**.

You can Edit, Copy, Delete etc. from the Selected rows drop down menu:



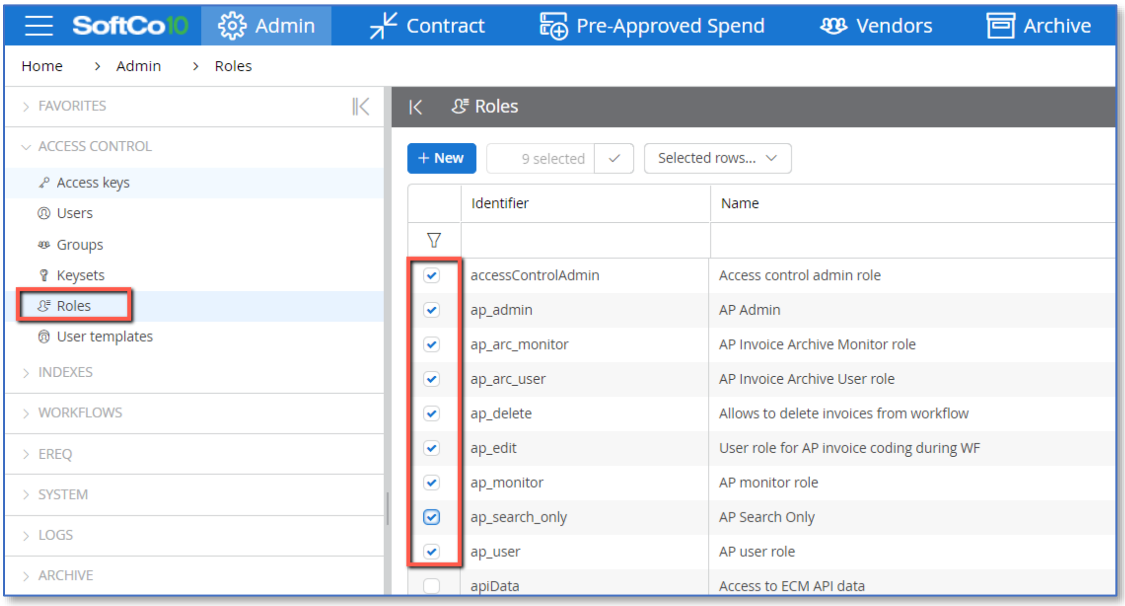
For more information on assigning roles to users, see the **Access Control -> Users -> Roles tab** section.

1.5.2 Role descriptions

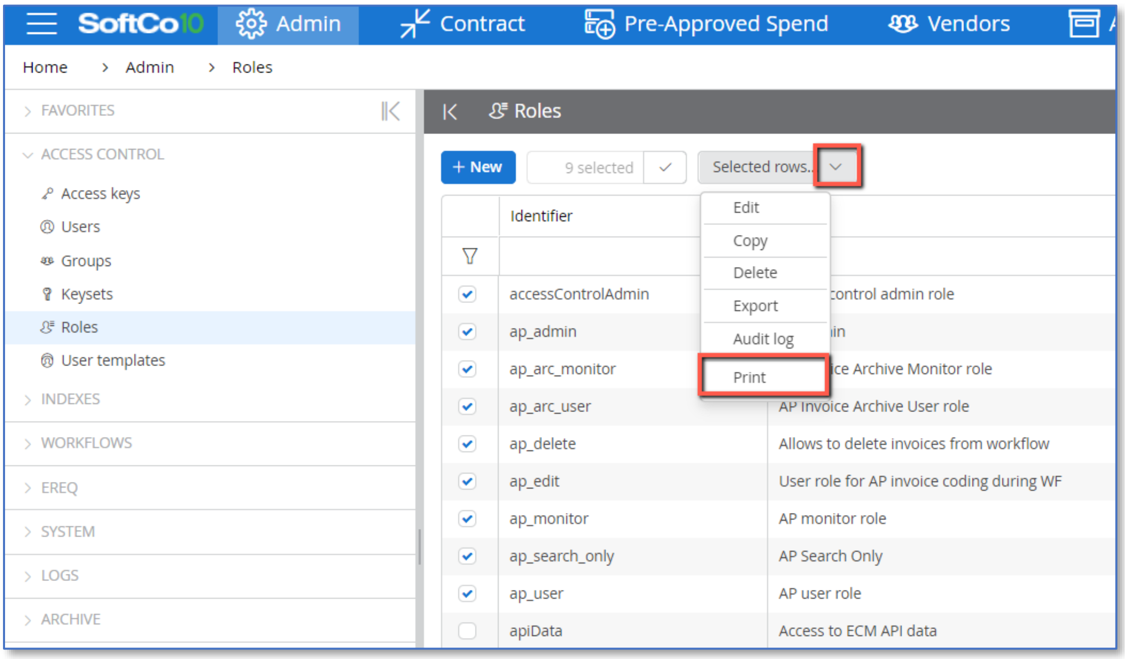
For a full list of roles, functions, and organization functions (and descriptions of each), refer to the Excel file: **SoftCo10 User Roles, Functions, Organization Functions.**

1.5.3 Print roles

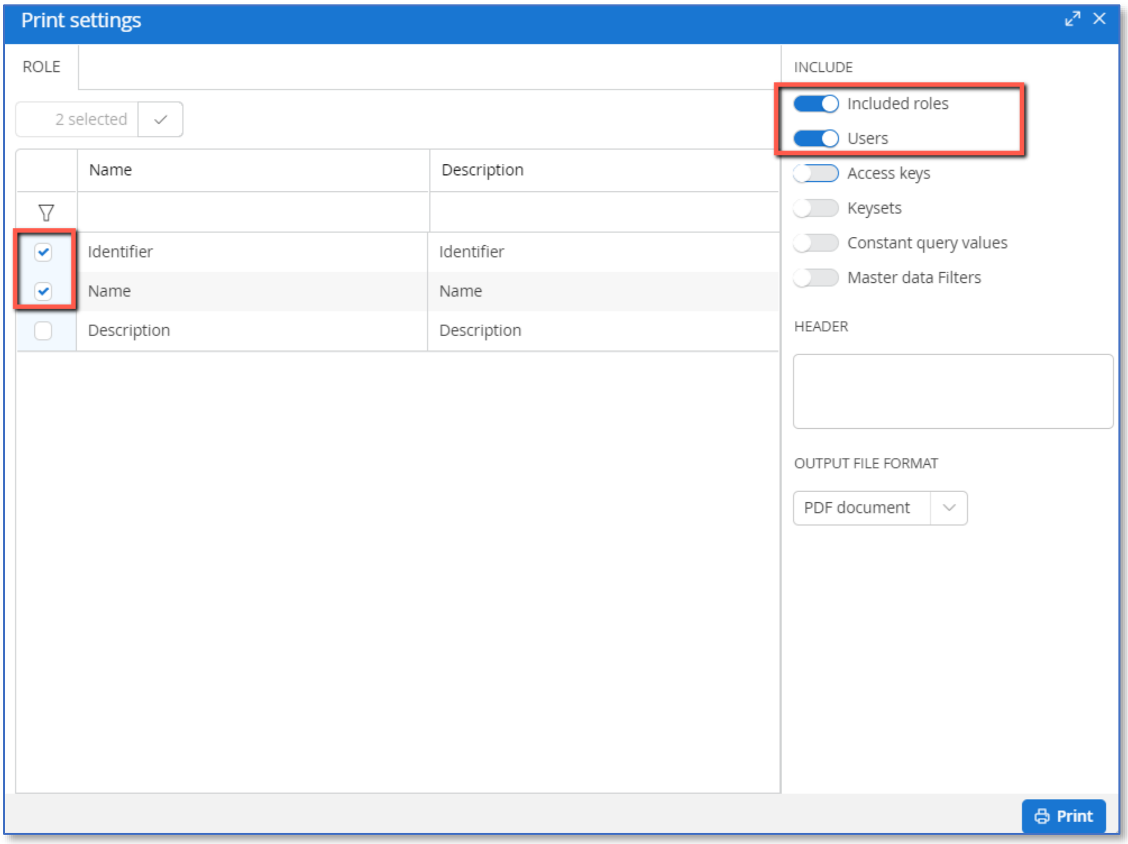
If you need to print roles (e.g. for audit requirements), it's possible to do so within the Roles section. Select the roles you want to print details for:



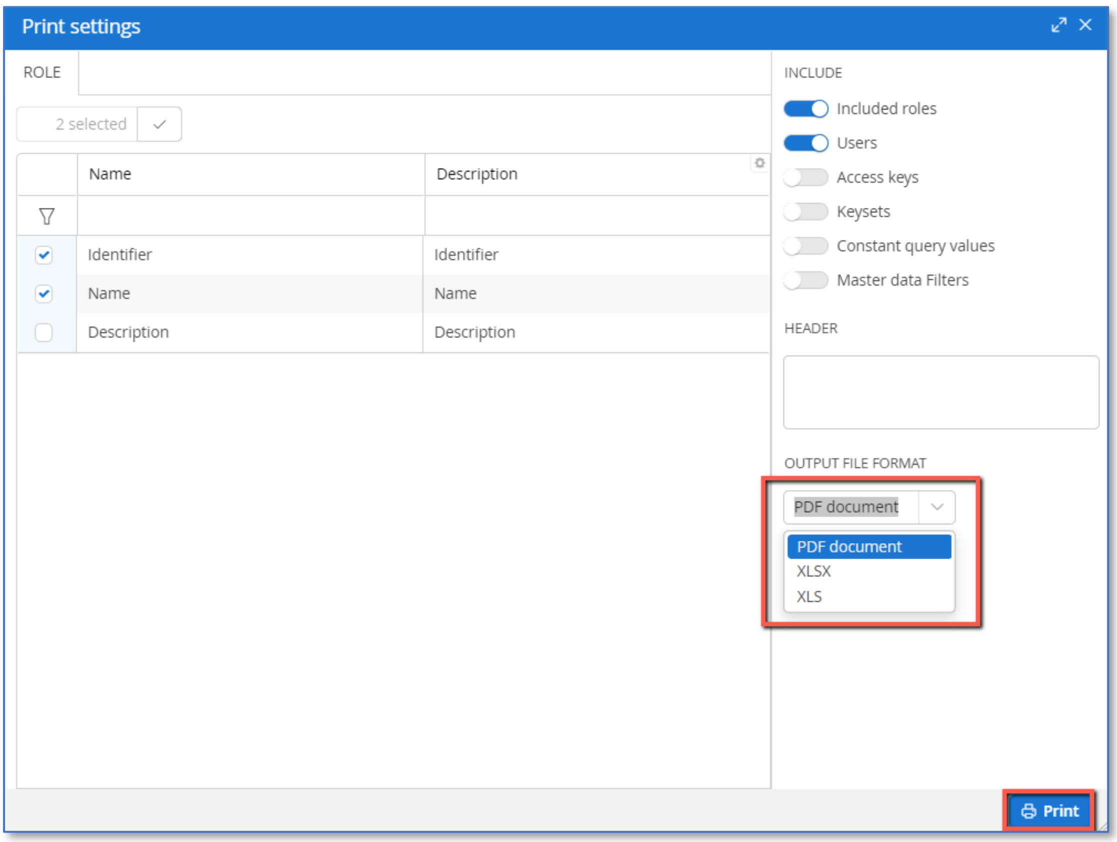
From the Selected rows drop down menu click **Print**:



Select what information you want to include:



Select the output file format (either PDF or Excel) and click **Print**:

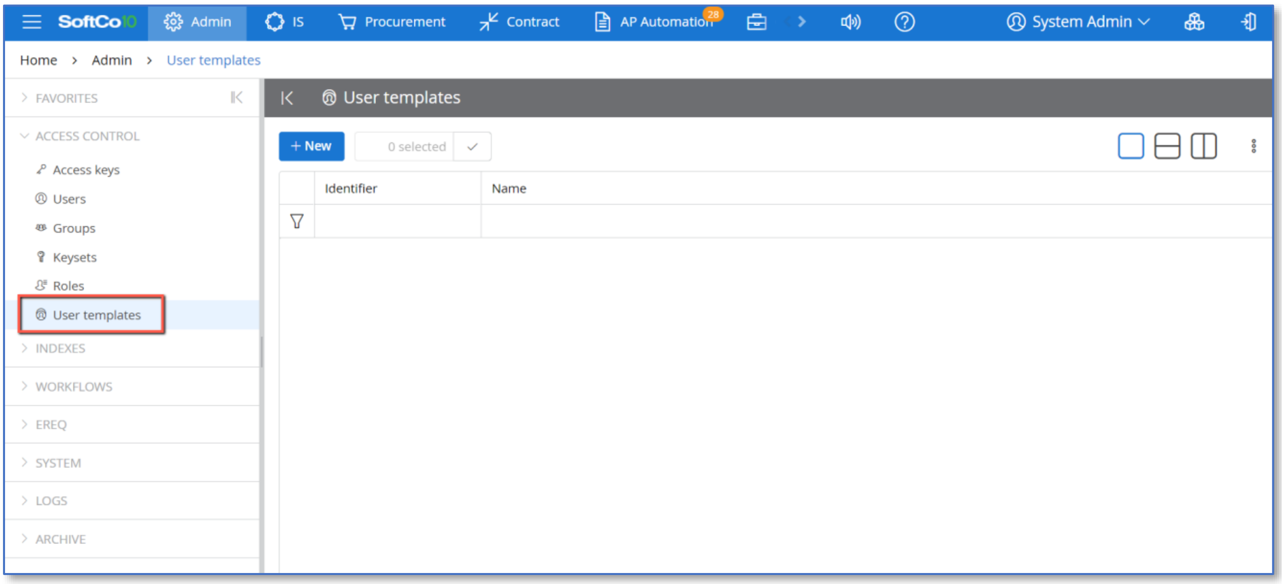


The file will then be generated. You can open the file or save it to your computer, as required.

1.6 User templates

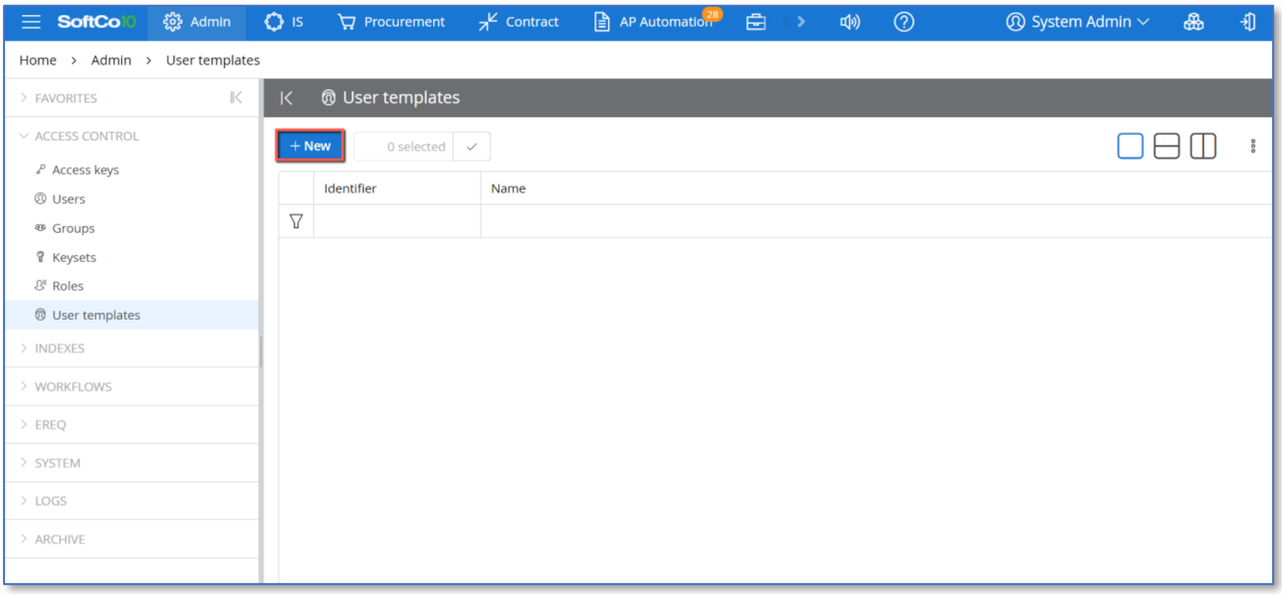
To simplify the management of users, the system allows you to setup templates rather than creating users from their initial state each time.

You can access the User templates section in **Admin -> Access control -> User templates**:

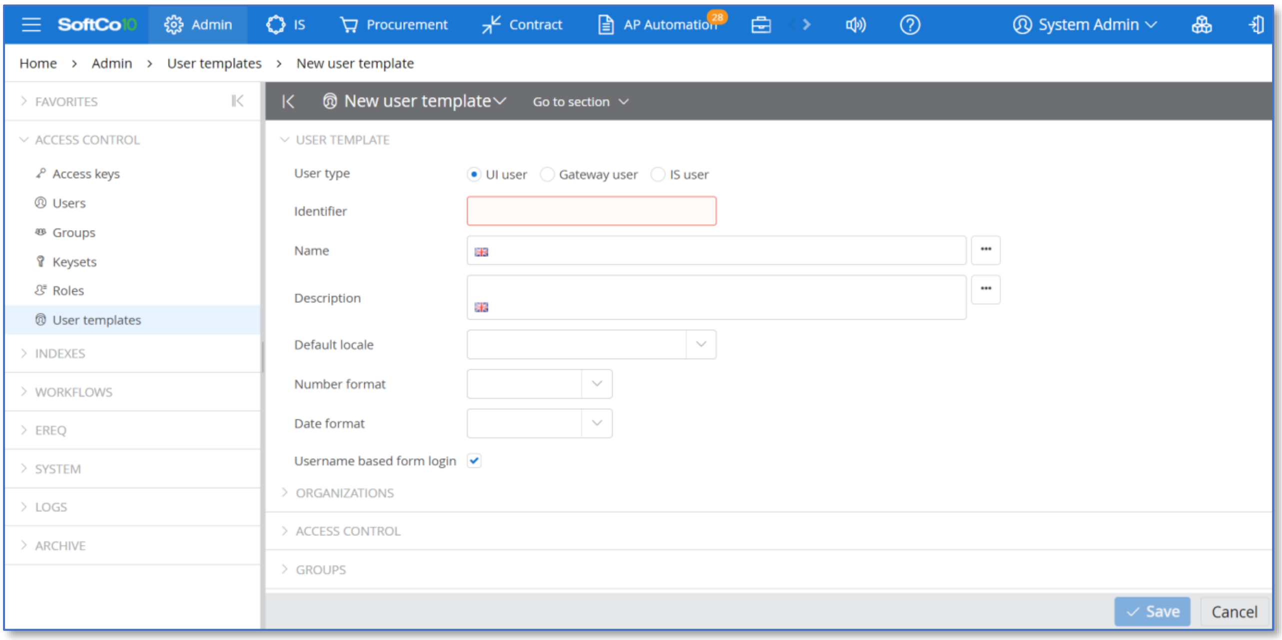


1.6.1 Create new user templates

To create a new template, click **New**:



The New template screen opens.



Identifier
Add identifier for the role.

Name
Add name for the role. Translation can be added using the ellipses button beside the field.

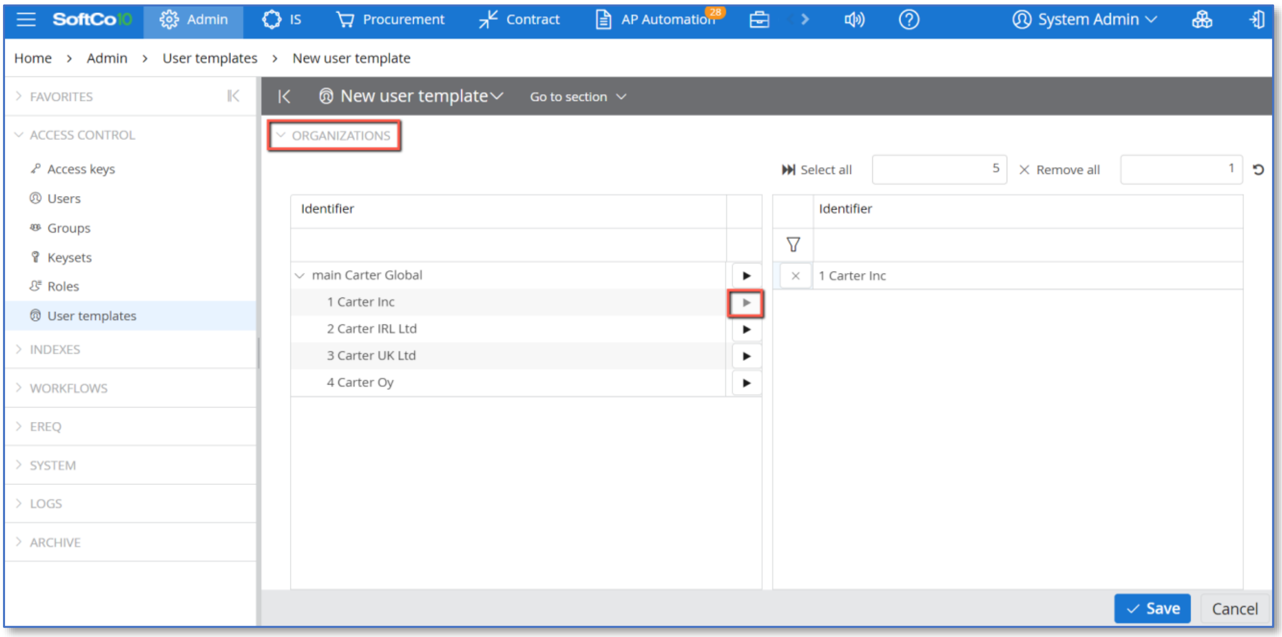
Description
Add description for the role. Translation can be added using the ellipses button beside the field.

Default locale
Select the language/location of the user from the drop down list.

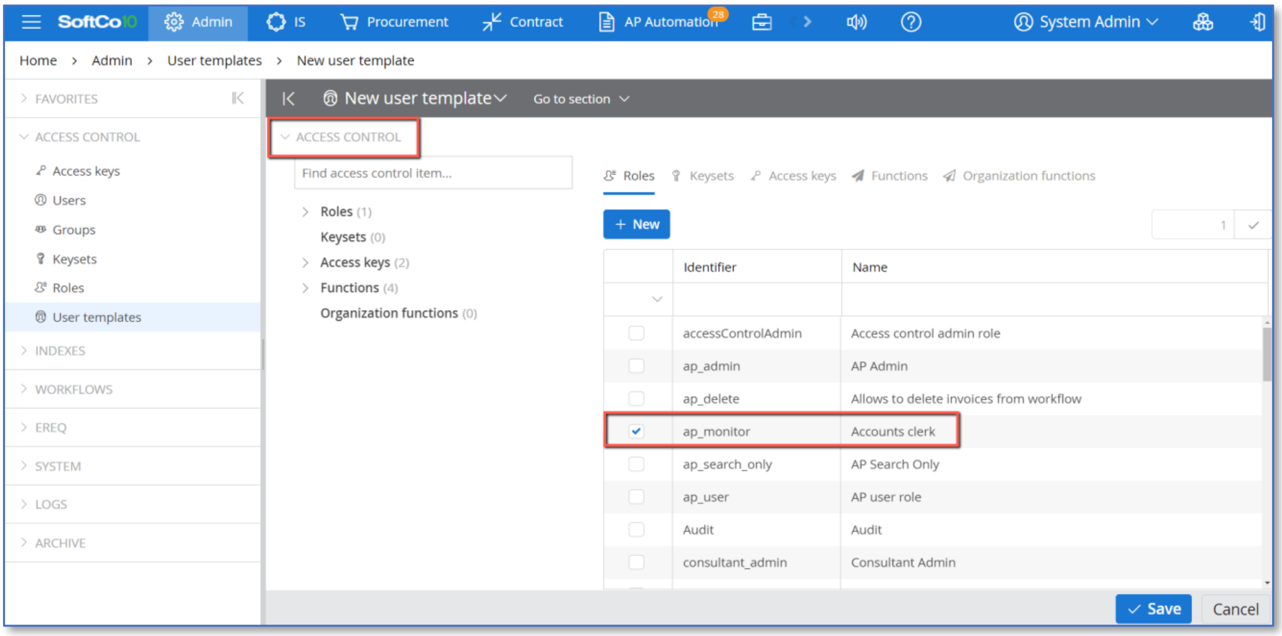
Number format
Select the number format from the drop down list.

Date format
Select the date format from the drop down list.

In Organizations, add the organization(s):

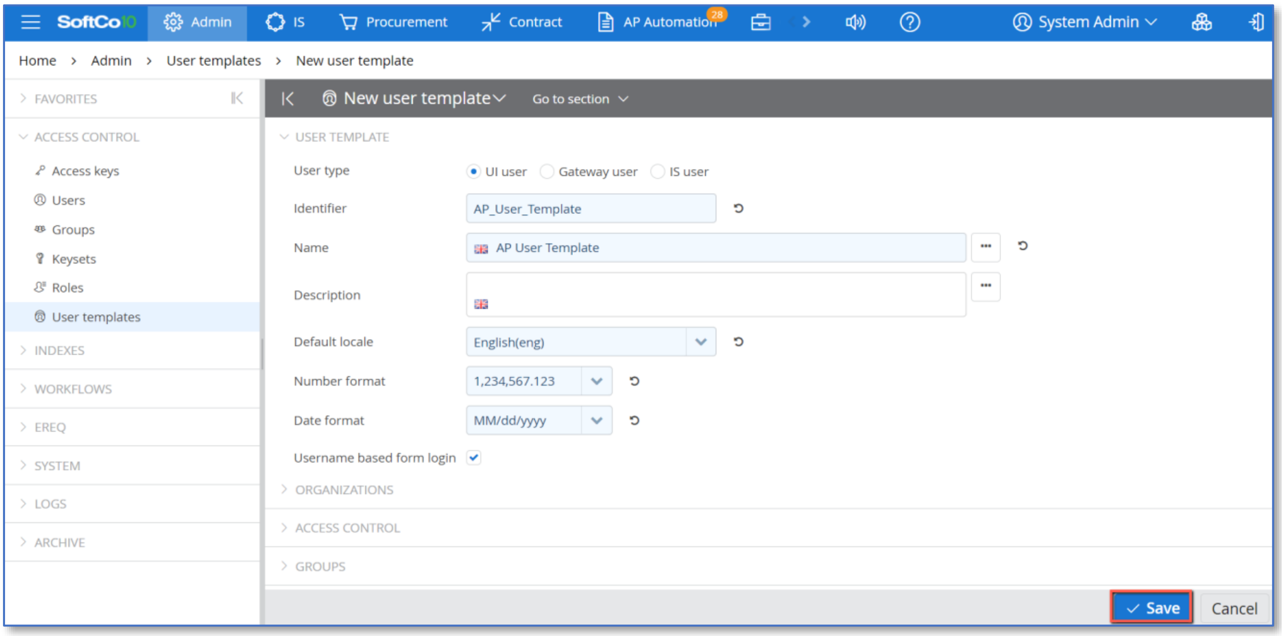


In Access Control, add the role(s):

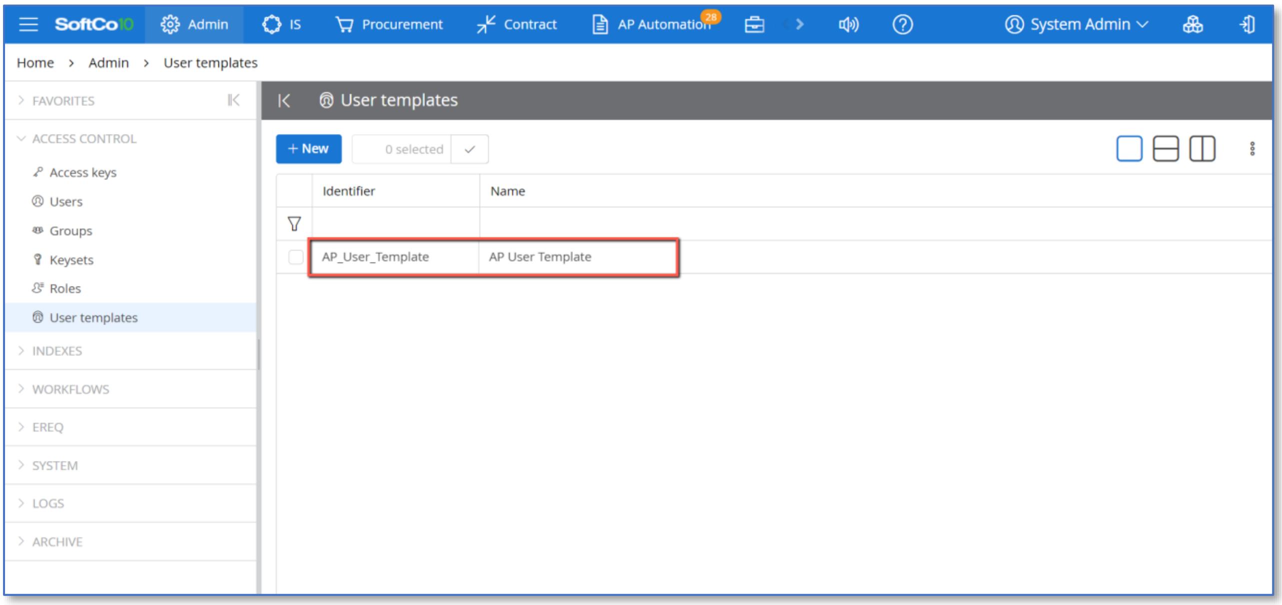


The Workflows section only needs to be completed for Approver users. This example template user is a standard AP Clerk.

Once you have completed the sections, click **Save**:

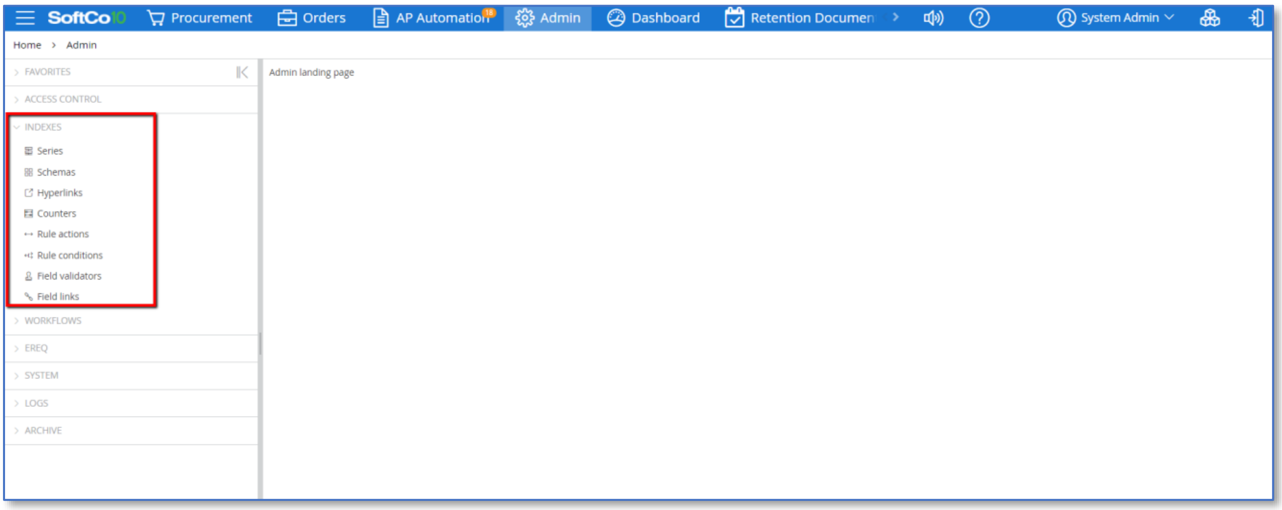


The template user will then be created, from which you can create new users from:



2 Indexes

The Indexes section includes the following configuration elements:



Only the **Rule actions** and **Rule conditions** are set as configurable items for super users. Any other configuration changes are made by your SoftCo system administrator/consultant.

2.1 Rule actions

The system allows you to set rule condition and rule action pairs. The rule action determines what will happen and the rule condition determines when it will happen.
Therefore, a rule action always requires a rule condition to take place.

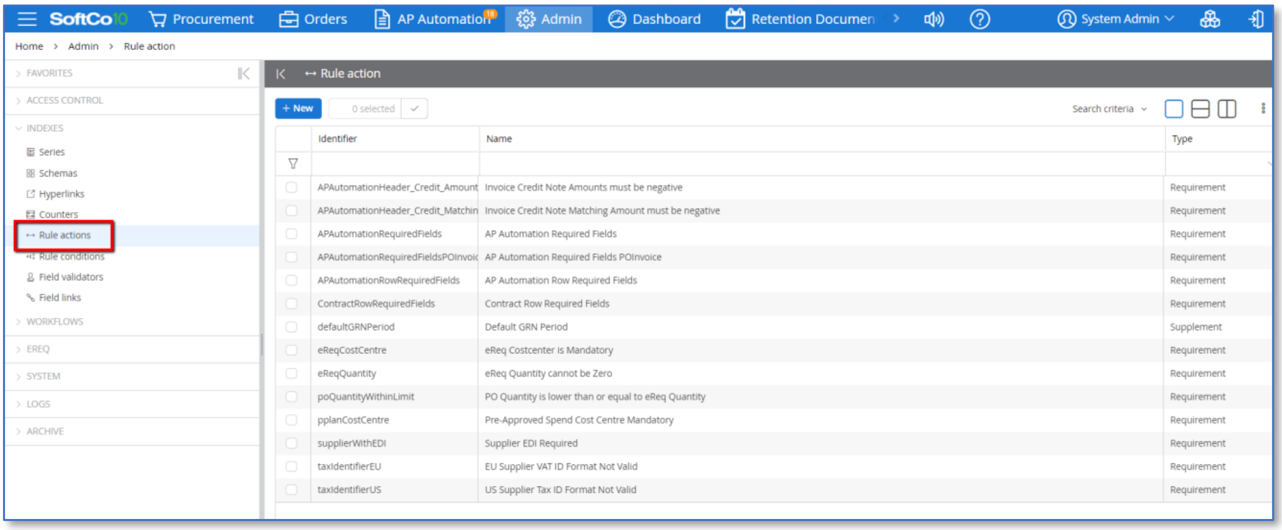
Any rule actions defined in the system without a matching rule condition will never be triggered.

The following are the types of available rule actions:

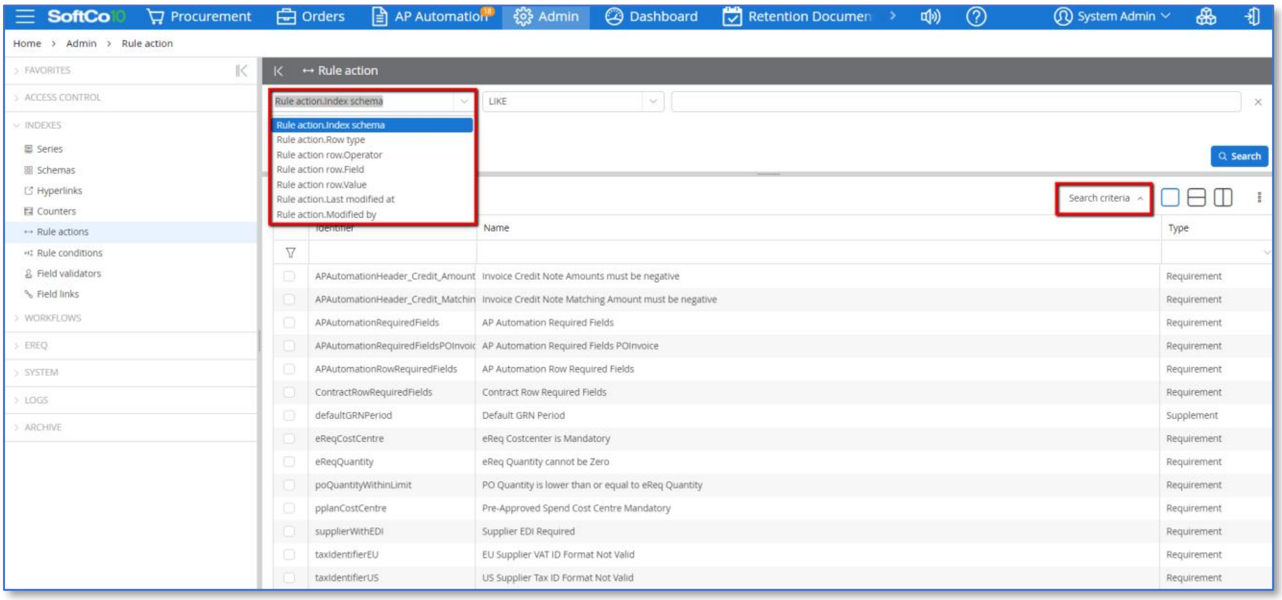
- Requirement rule action
  The field defined in the rule is validated based on an operator or an operator and a specific value.
  For example, the invoice number cannot be empty, or currency must be EUR.

- Supplement rule action
  The field defined in the rule is populated with the value specified.
  For example, the eReq period is 1.

You can access the Rule actions section in **Admin -> Indexes -> Rule actions**:

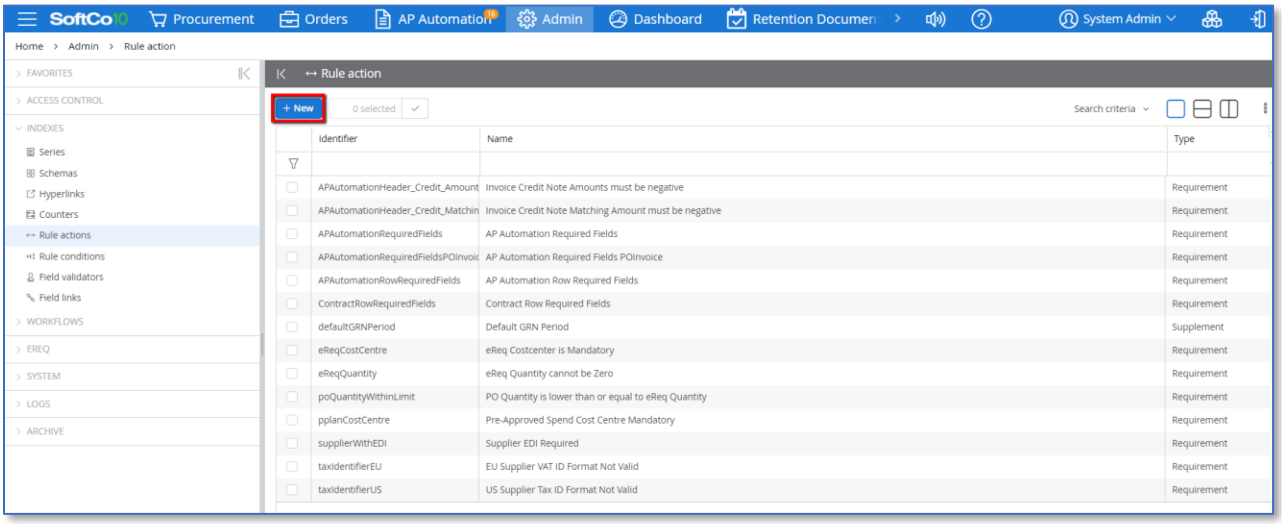


You can set search criteria to filter rows in the result set:

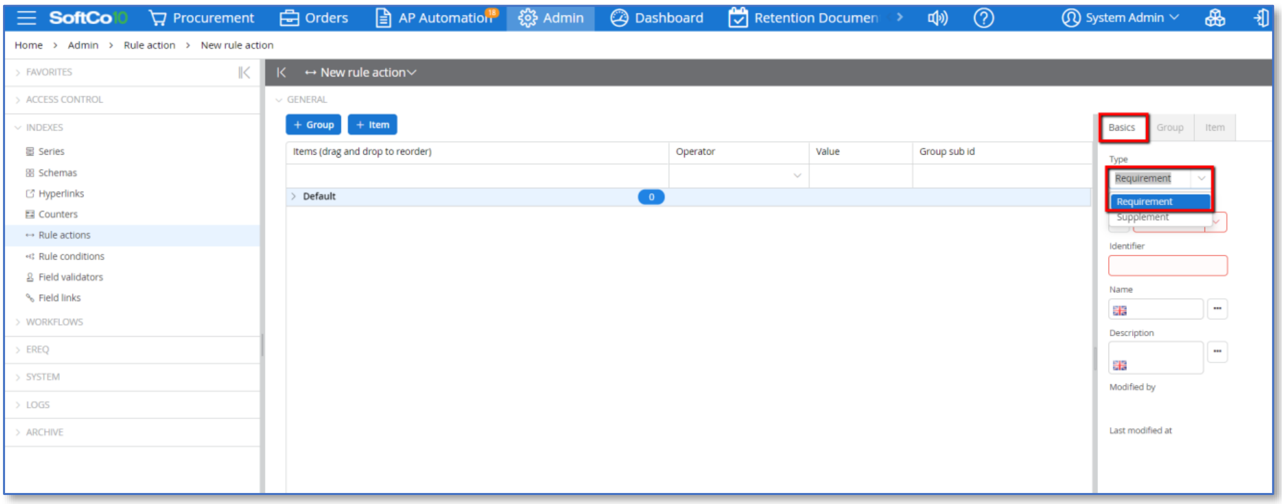


2.1.1 Creating a new rule action: requirement

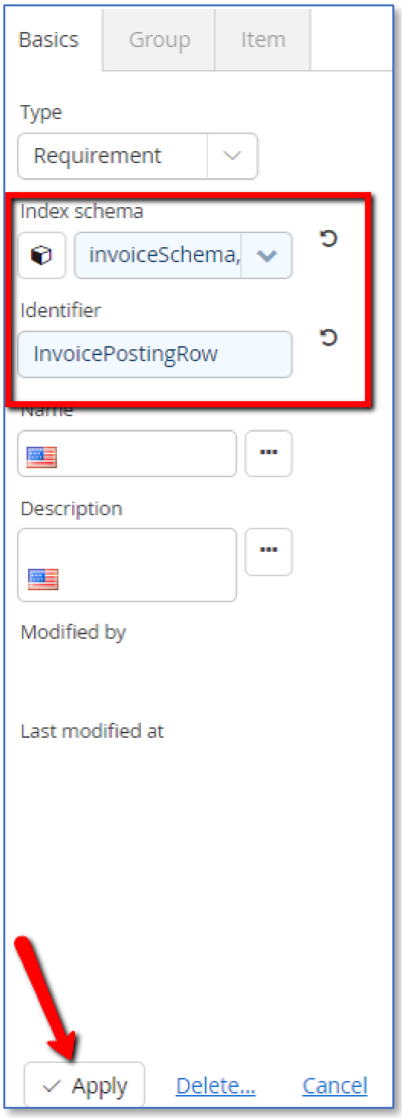
To create a new rule action, click **New**:



In the Basics tab, select **Requirement** as the type:



Complete the fields in the Basics tab and click **Apply**:



Type
Select Requirement

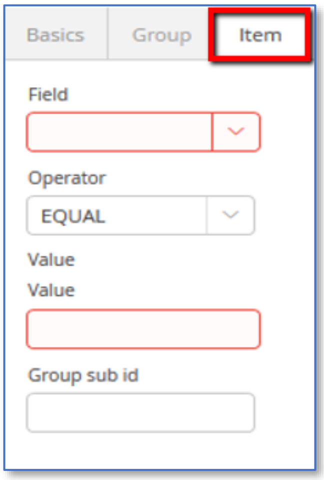
Index schema
This is the schema for which you want to choose fields to include in the rule actions. This schema also determines which fields are available when you add items in the Item tab. Select a schema from the drop-down. The box icon allows you to open the schema configuration for the selected schema.

Identifier
This is the identifier for the element. This is mandatory and it should always start with a lowercase letter.

Name
Rule action name. It is recommended to use the same name for rule action and rule condition, this makes their paring easier.

Description
Rule action description.

To add criteria for validation, click **Item**:



Field
This field is validated as part of the rule. Only fields corresponding to the selected schema in the Basics tab are available.

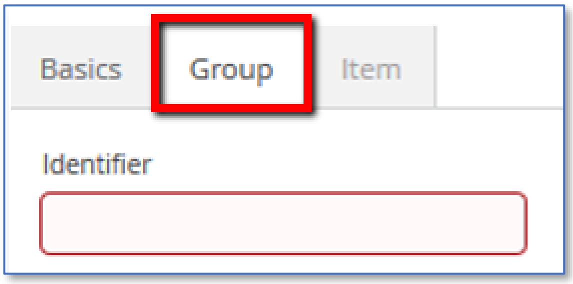
Operator
This operator is used for validation. The number of values you must enter depends on the operator used. The list of operators available depends on the data type of the selected field. For a full description of all Operators, refer to the **SoftCo10 Customer Manual**.

Value
The value used for validation. This value depends on the data type of the field and the selected operator. Some operators do not require a value or may refer to another field in the schema.

Group sub id
Group sub id allows the possibility to use same field multiple times in the same group.

Note: To create new items in other groups other than the <u>Default</u> group, you must highlight the group first before you click <u>+Item</u>. Otherwise the item is created under the <u>Default</u> group.

To set an alternative group of validation items, click **Group**. The system switches to the Group tab:



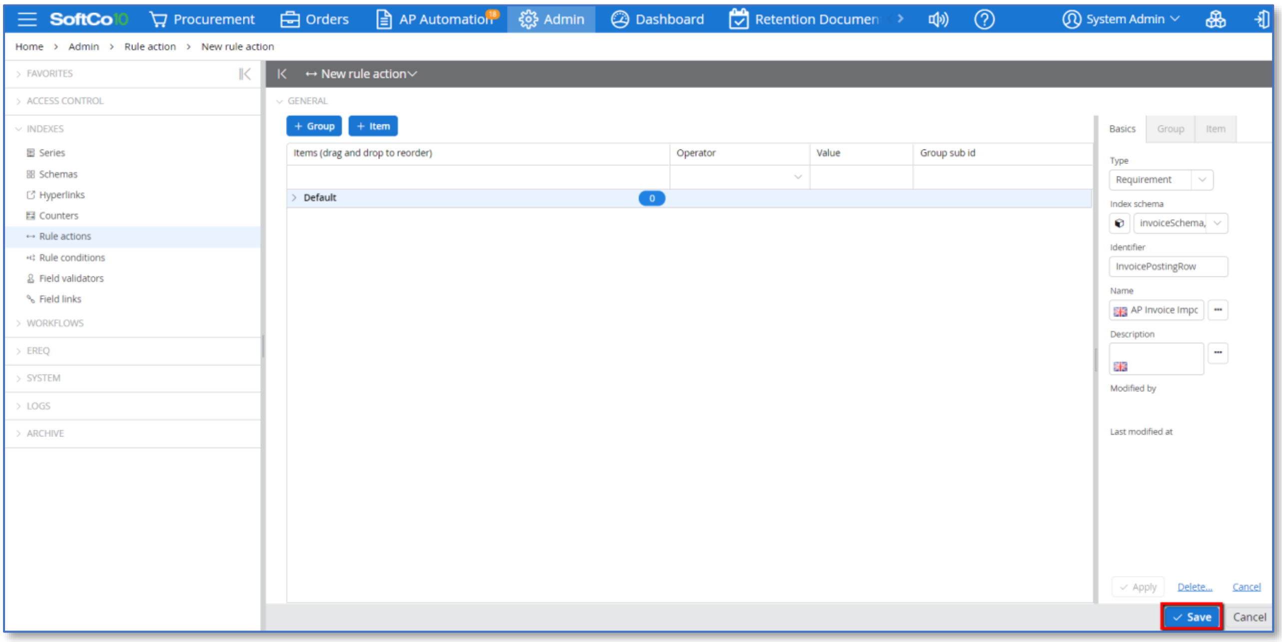
Identifier
This is the identifier for the element. This is mandatory and should always start with a lowercase letter.

Click **Apply.** This makes the information available in the tree view structure. To delete an item from the tree view, select the item and choose Delete. Deleting a group also deletes the items in that group.

Items within the same group define validation criteria that must be met at the same time (the system applies a logical AND between those conditions).

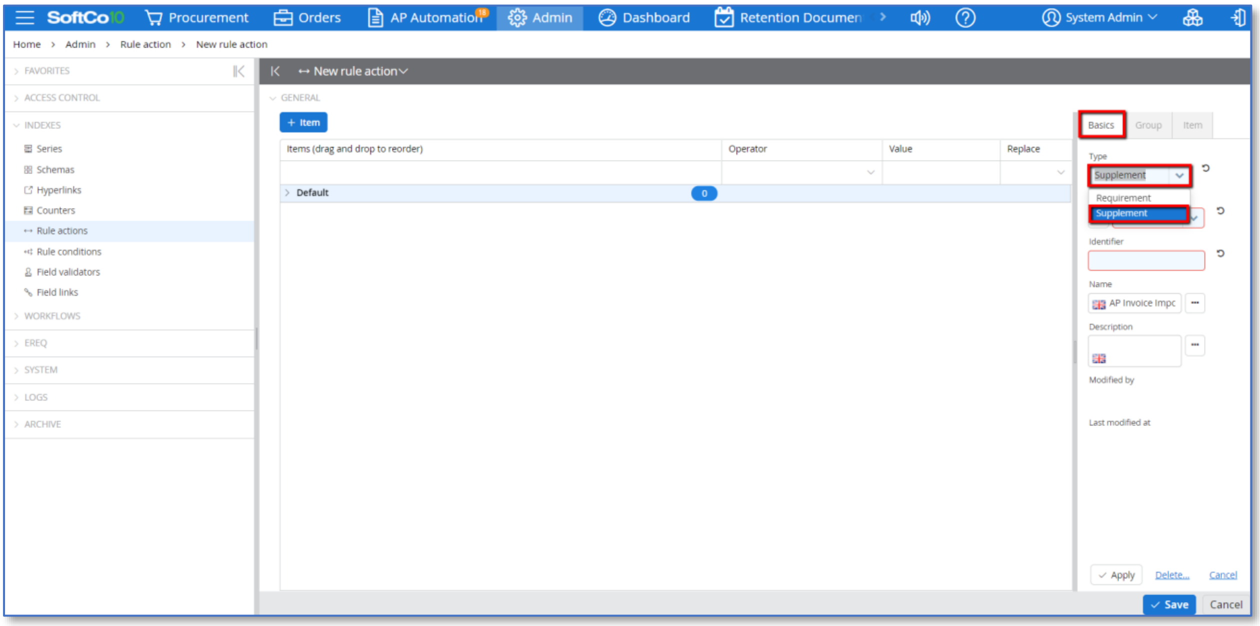
Items in different groups represent different alternative validation criteria (the system applies a logical OR between those conditions).

Click **Save**. The new action rule will then be available in the system:

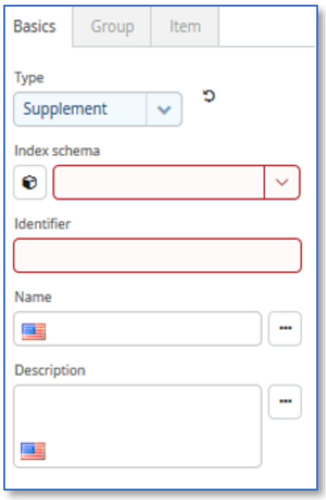


2.1.2 Creating a new rule action: supplement

To create a new rule action, click New and in the Basics tab, select Supplement type.



Complete the fields in the Basics tab:



Type
Select Supplement.

Index schema
This is the schema for which you want to choose fields to include in the rule actions. This schema also determines which fields are available when you add items in the Item tab. Select a schema from the drop-down. The box icon allows you to open the schema configuration for the selected schema.

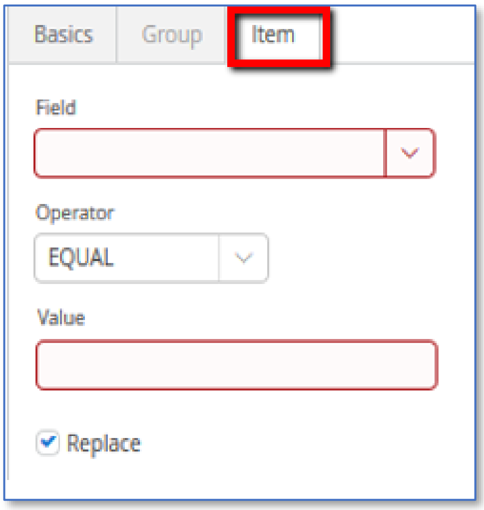
Identifier
This is the element identifier. This is mandatory and it should always start with a lowercase letter.

Name
Rule action name.

Description
Rule action description.

To set the values, click **Apply**.

To define the criteria used in the supplement rule, click **Item**:



Field
This is the field that is populated as part of the rule. Only fields corresponding to the selected schema selected in the Basics tab are available.

Operator
Select the operator to populate the field. The number of values you must enter depends on the operator used. For a full description of all Operators, refer to the **SoftCo10 Customer Manual**.

Replace checkbox
When the Replace checkbox is not selected, the rule updates the value if the field is empty. If the Replace checkbox is selected, the system sets the value even if the field is already populated.

Value
This value depends on the data type of the field and the operator selected. Some operators do not require a value or may refer to another field in the schema.

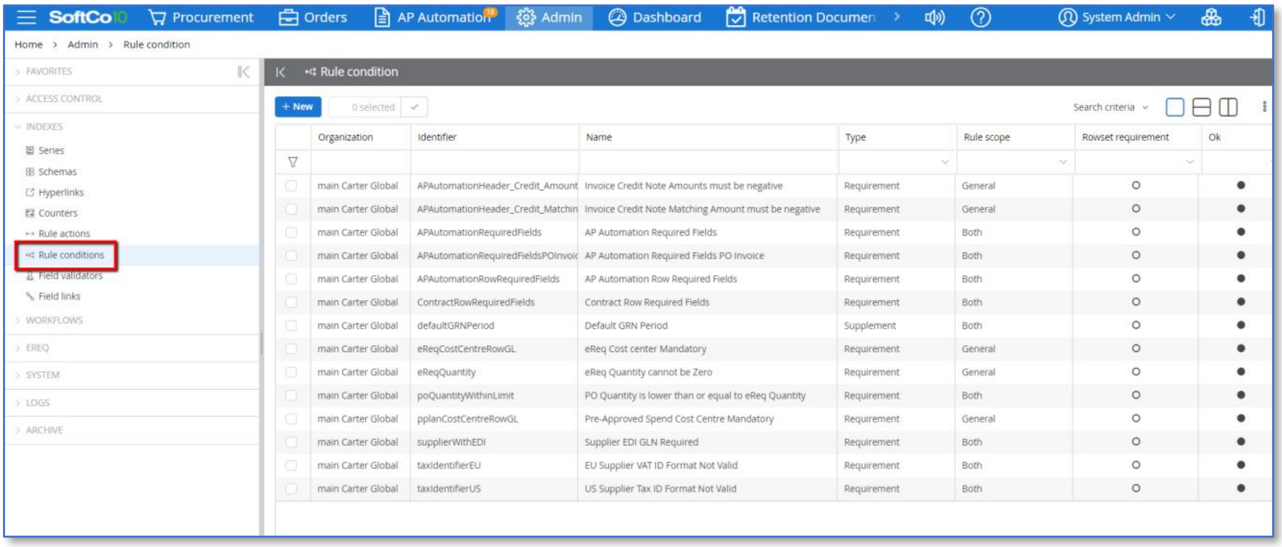
Click **Apply**. This makes the information available in the tree view structure. To delete an item from the tree view, select the item and choose Delete.

Click **Save**. The new action rule is available in the system.

2.2 Rule conditions

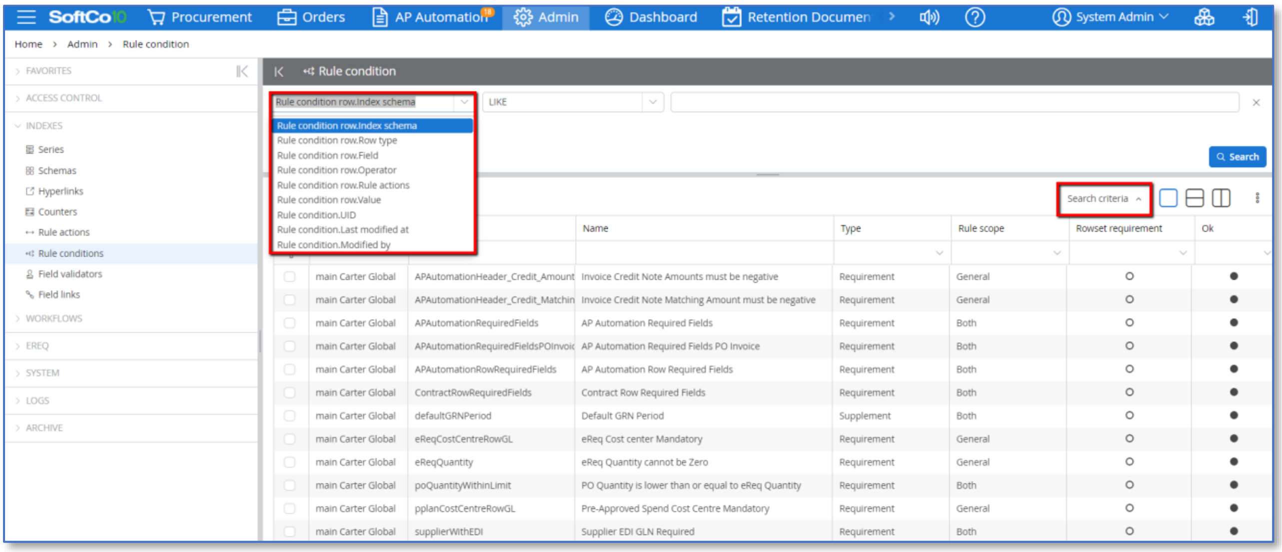
The system allows you to set rule condition and rule action pairs. The rule action determines what happens and the rule condition determines when it happens. A rule condition is used to trigger a rule action.

You can access the Rule conditions section in **Admin -> Indexes -> Rule conditions**:

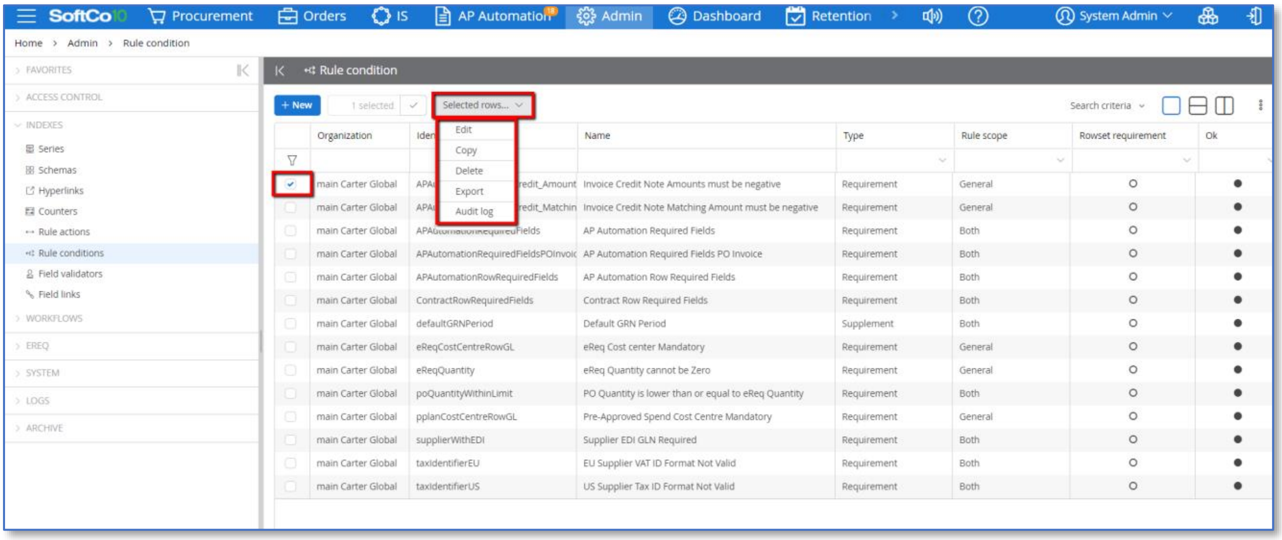


Only conditions that are highlighted as OK can trigger a rule action (conditions with a black circle icon in the result set).

You can set search criteria to filter rows in the result set:

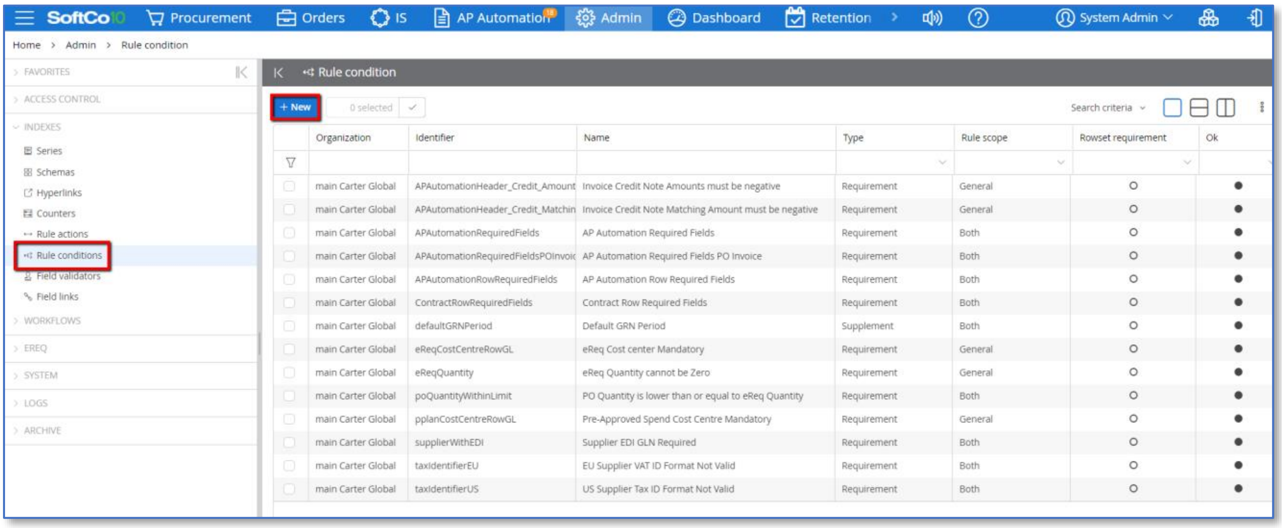


You can Edit, Copy, Delete etc. rules from the Selected rows drop down menu:

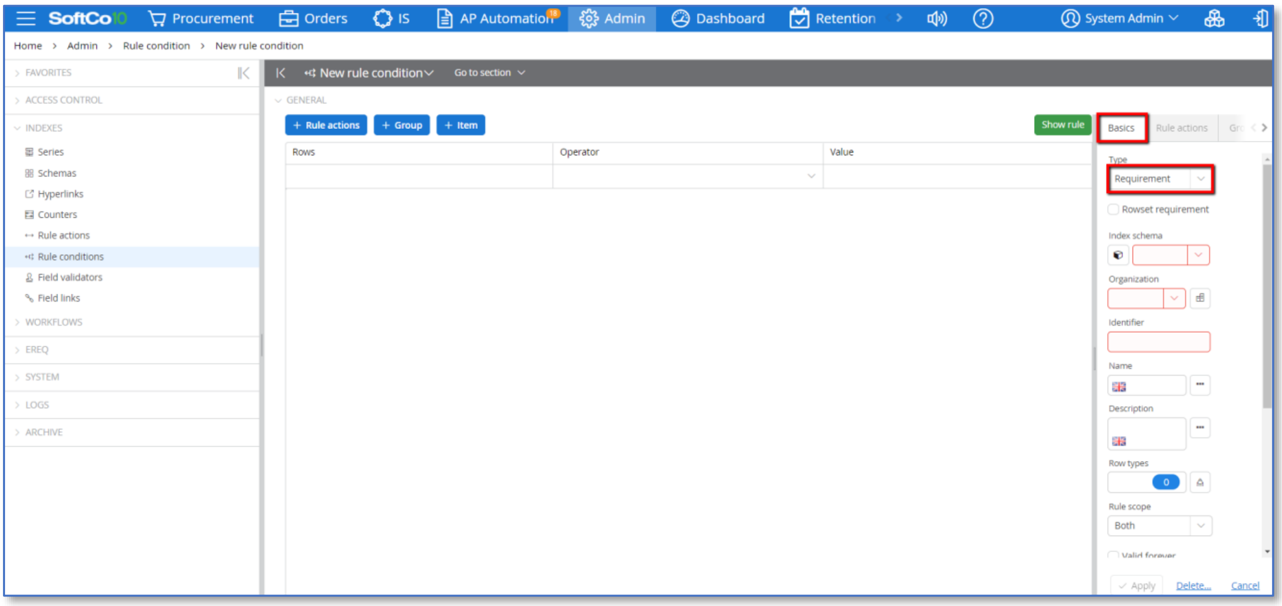


2.2.1 Creating a new rule condition: requirement

To create a new rule condition, click **New:**



In the Basics tab, select **Requirement** as the type:



The row set rules/requirements are used for checking the following:

1. Overlapping of rows
   --> similar posting fields are not allowed during certain time range
2. Checking links between rows
   --> the value A on row X must be on field B on another row
3. Checking the existence of the rows
   --> the posting must include 1-n rows of type X and 1-n rows of type Y

Index schema
This is the schema for which you want to choose fields to include in the rule actions. This schema also determines which fields are available when you add items in the Item tab. Select a schema from the drop-down. The box icon allows you to open the schema configuration for the selected schema.

Organization
Conditions are organization specific. This field is mandatory.

Identifier
This is the element identifier. This is mandatory and should always start with a lowercase letter.

Name
Rule condition name.

> ***Note: When processing a workflow case, if one of the filed values triggers the rule, the condition name is displayed in the Alerts tab.***

Description
Rule condition description.

Row types
This field allows you to narrow down which index structures of the schema are available. The row types you select determine which fields are available for configuration in the Items tab. If no row types are selected, all of the fields from the index schema are available.

Rule scope
Both -> if rule is triggered it does not matter if it happens in routing or in general situation.
General -> rule can be triggered when it does not happen in routing.
Route -> use this if rule can be triggered only in routing.

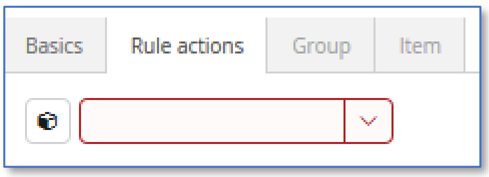
Valid forever
When this setting is enabled, the rule condition validity time is not restricted. This is mandatory if the Valid from and Valid to fields are not set.

Valid from
Valid from defines the date from which this condition is valid. This is mandatory if the Valid forever checkbox is not selected.

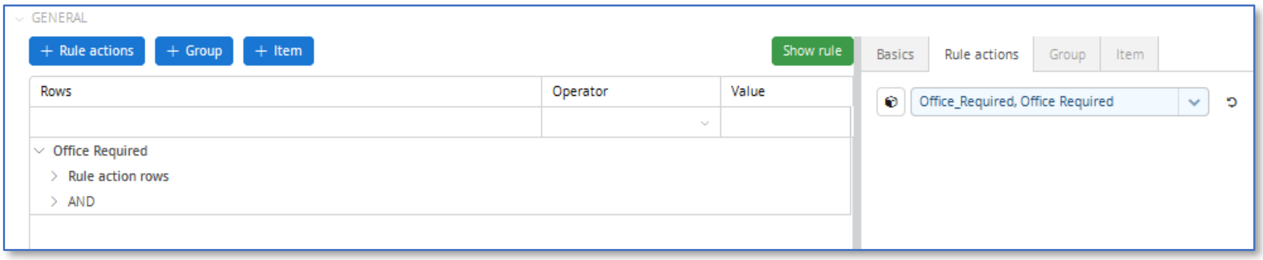
Valid to
Valid to defines the date until which this condition is valid. This is mandatory if the Valid forever checkbox is not selected.

Click **Apply** to set values.

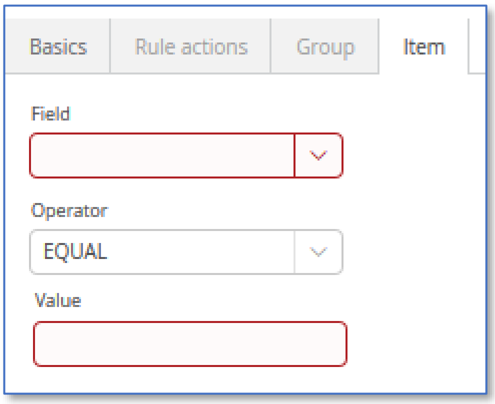
To select a rule action and link it to the condition, click **+Rule** actions. The system switches to the Rule actions tab:



From the drop-down, select a rule action. The system only shows rule actions corresponding to the schema and row types selected in the Basics tab. The box icon allows you to open the rule action configuration for the selected item.



Click **Apply**. This makes the information available in the tree view structure.
Click the **AND** line in the tree view.
Click **+Item**. The system switches to the Item tab.



Field
This field is validated as part of the condition. Only fields corresponding to the selected schema in the Basics tab are available.

Operator
This operator is used for validation. The number of values you must enter depends on the operator used. The list of operators available depends on the data type of the selected field. For a full description of all Operators, refer to the **SoftCo10 Customer Manual**.

Value
This value will depend on the data type of the field and the operator selected. Some operators do not require value, or this may refer to another field in the schema.

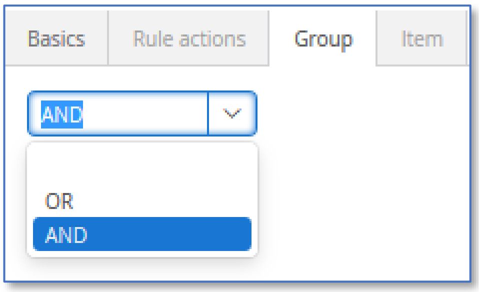
Click **Apply**. This makes the information available in the tree view structure. To delete an item from the tree view, select the item and choose Delete.

Note: To create new items in a group other than the Default group, first you must create a group, select the group, and then click Item+.

By default, all rule conditions are included under the same logical operator set for the group (AND or OR). To change the operator, click the AND operator in the tree view and change the value in the drop-down to OR. Any conditions included in an AND group must be met before the condition is triggered. In an OR group, only one of the conditions in the group must be met before the condition is triggered.

Click **Apply**.

To add additional nested levels of logical operators, click the relevant group in the tree view and click **+Group**. The system switches to the Group tab.

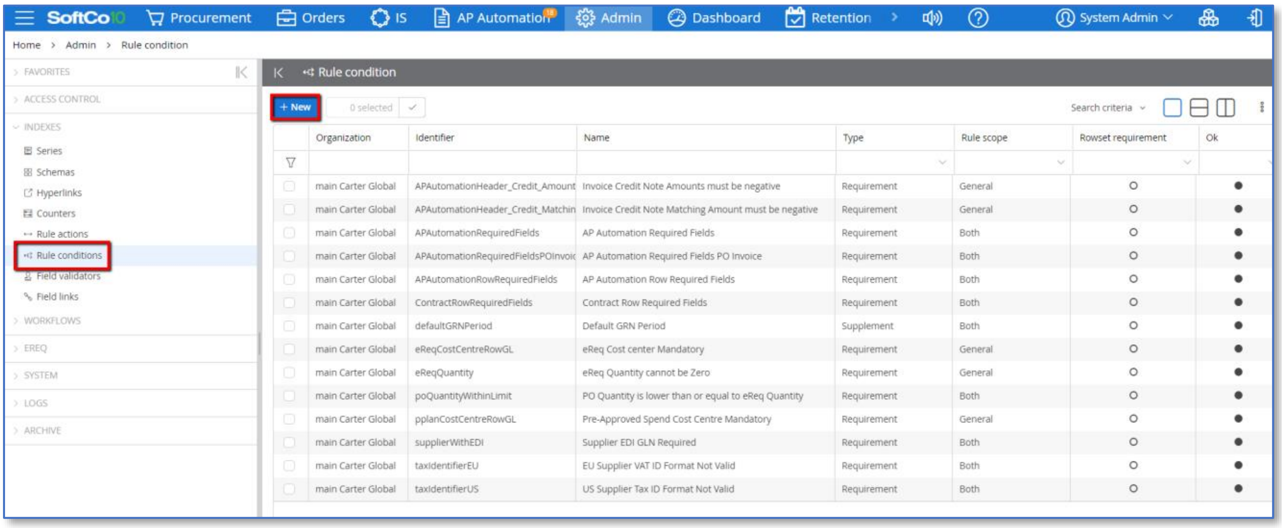


Select the logical operator from the drop-down. Click **Apply**. This makes the information available in the tree view structure. To delete a group from the tree view, select the item and choose Delete. Deleting a group also deletes the items in that group.

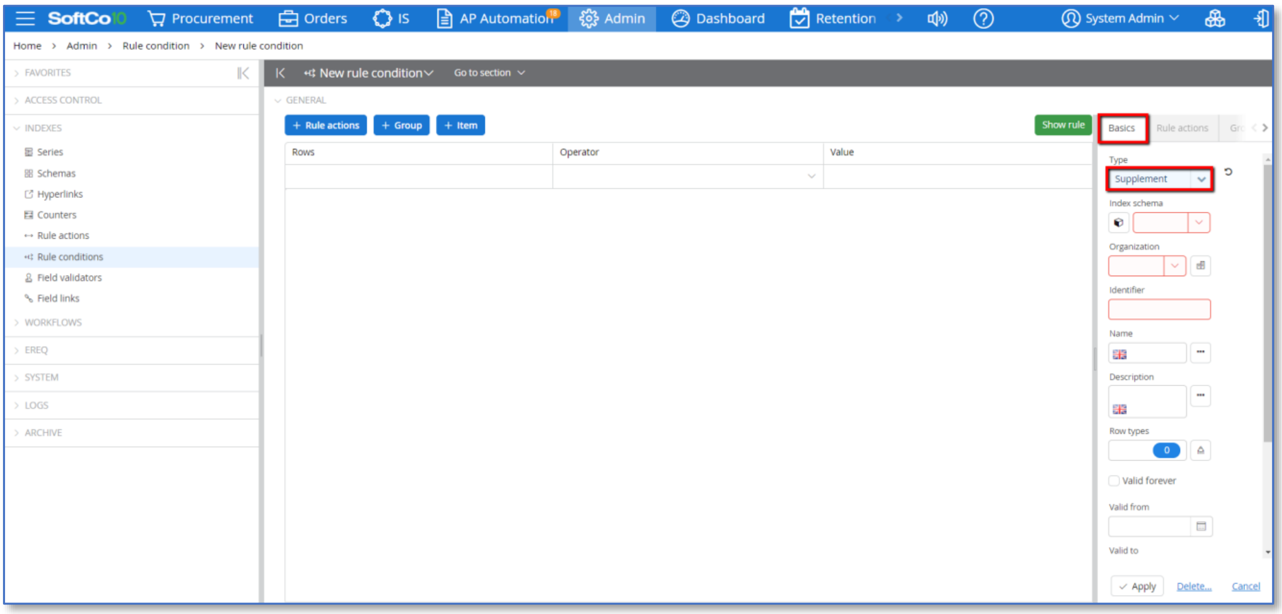
One rule condition may contain several rule actions with groups and items. A rule action row shows the rule actions and their content. The condition items are listed in the view under the group where they belong. Item names consist of the schema name with the field name separated with a period, for example, <schema identifier>.<field name>.

2.2.2 Creating a new rule condition: supplement

To create a new rule condition, click **New**:



In the Basics tab, select **Supplement** as the type:



Type

Select the type Supplement.

Index schema

This is the schema for which you want to choose fields to include in the rule actions. This schema also determines which fields are available when you add items in the Item tab. Select a schema from the drop-down. The box icon allows you to open the schema configuration for the selected schema.

Organization

Conditions are organization specific. This field is mandatory. The organization icon allows you to open the organization configuration for the selected organization.

Identifier

This is the element identifier. This is mandatory and should always start with a lowercase letter.

Name
Rule condition name.

Note: When processing a workflow case, if one of the filed values triggers the rule, the condition name is displayed in the Alerts tab.

Description
Rule condition description.

Row types
This field allows you to narrow down which index structures of the schema are available. The row types you select determine which fields are available for configuration in the Items tab. If no row types are selected, all the fields from the index schema are available.

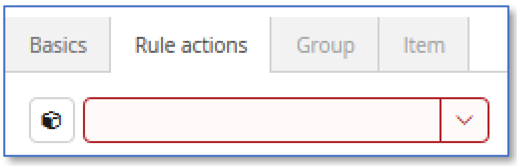
Valid forever
When this setting is enabled, the rule condition validity time is not restricted. This is mandatory if the Valid from and Valid to fields are not set.

Valid from
Valid from defines the date from which this condition is valid. This is mandatory if the Valid forever checkbox is not selected.

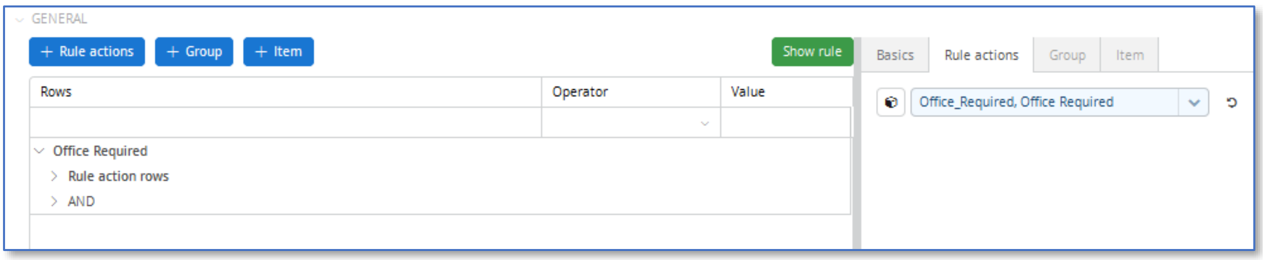
Valid to
Valid to defines the date until which this condition is valid. This is mandatory if the Valid forever checkbox is not selected.

Click **Apply** to set values.

To select a rule action and link it to the condition, click **+Rule** action. The system switches to the Rule actions tab.

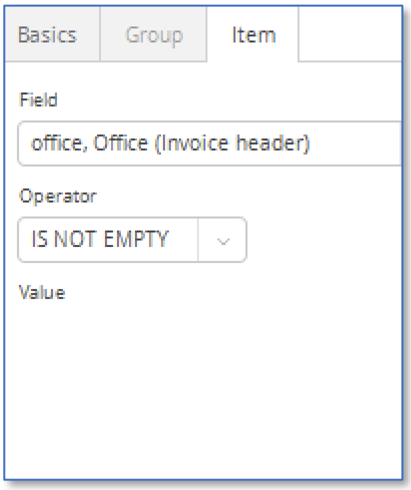


Select a rule action from the drop-down. The system only shows the rule actions corresponding to the schema and row types selected in the Basics tab. The box icon allows you to open rule action configuration for the selected item.



Click **Apply**. This makes the information available in the tree view structure.

Click the **AND** line in the tree view.
Click **+Item**. The system switches to the Items tab.



Field
Select a field from the drop-down list. Only fields corresponding to the schema selected in the Basics tab are available.

Operator
This operator is used for validation. The number of values you must enter depends on the operator used. The list of operators available depends on the data type of the selected field. For a full description of all Operators, refer to the **SoftCo10 Customer Manual**.

Value
This value depends on the data type of the field and the operator selected. Some operators do not require a value or may refer to another field in the schema.

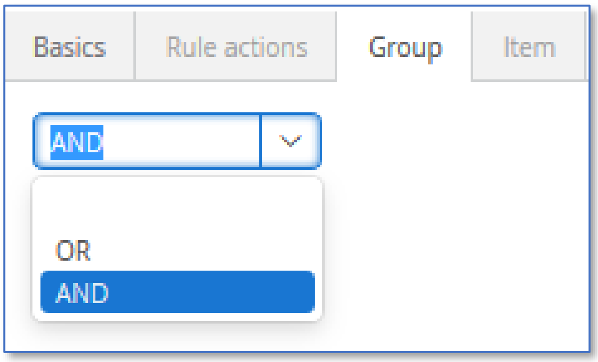
Click **Apply**. This makes the information available in the tree view structure. To delete an item from the tree view, select the item and choose **Delete**.

Note: To create new items in a group other than the Default group, first you must create a group, select the group and then click in Item+.

By default all the rule conditions are included under the same logical operator set for the group (AND or OR). To change the operator, click the AND operator in the tree view and change the value in the drop-down to OR. Any conditions included in an AND must be met before the condition is triggered. In an OR group, only one of the conditions in the group must be met before the condition is triggered.

Click **Apply**.

To add additional nested levels of logical operators, click the relevant group in the tree view and click **+Group**. The system switches to the Group tab.

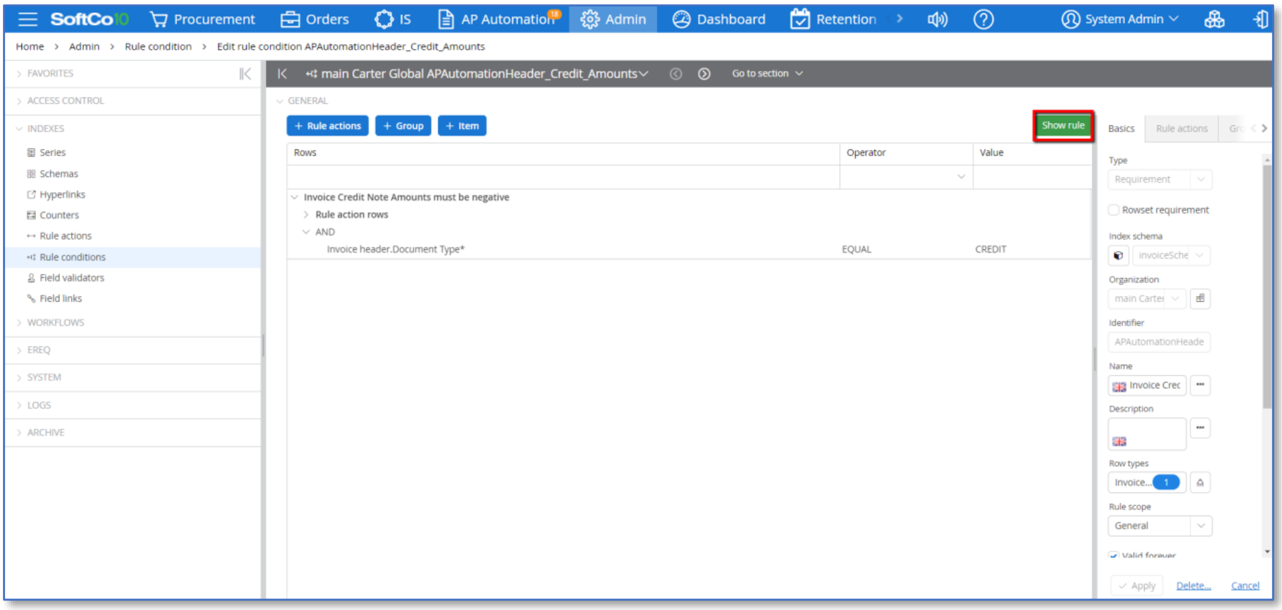


Select the logical operator from the drop-down.
Click **Apply**. This makes the information available in the tree view structure. To delete a group from the tree view, select the item and choose Delete. Deleting a group also deletes the items in that group.
Click **Save**. The new condition rule is now available in the system.

One rule condition may contain several rule actions with groups and items. A rule action row shows the rule actions and their content. The condition items are listed in the view under the group where they belong. Item names consist of the schema name with the field name separated with a period, for example, <schema identifier>.<field name>.

2.2.3 Show rule

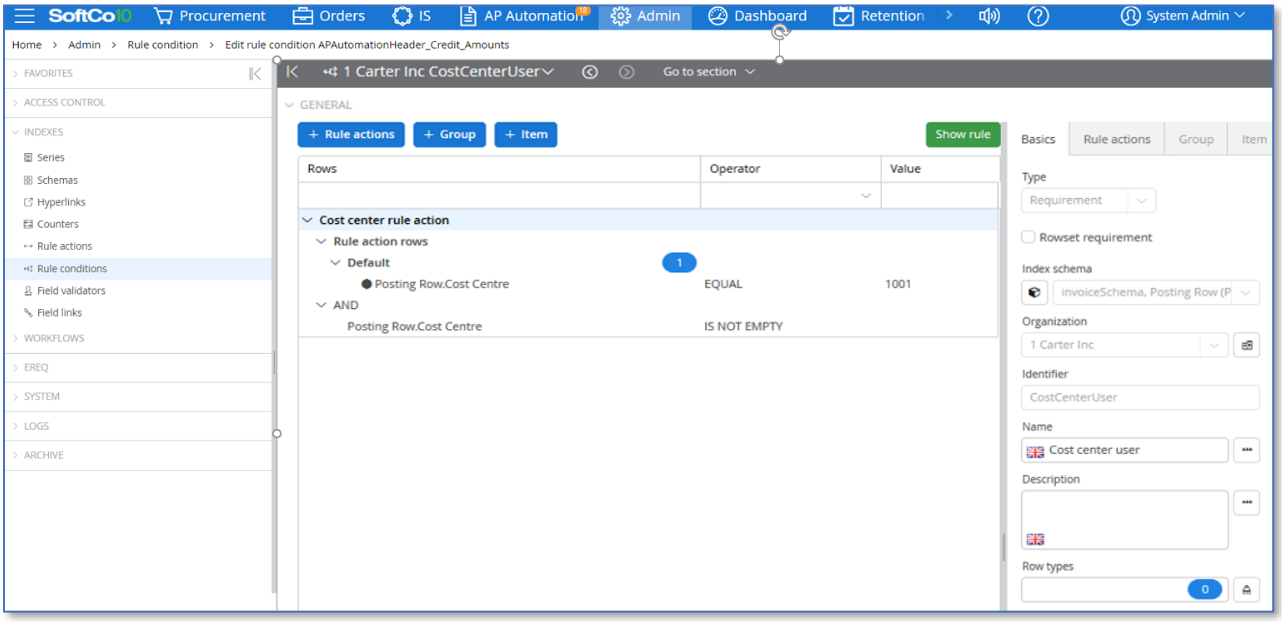
The Show rule button indicates whether the rule condition configuration is valid or not. When the Show rule button is **green** the rule content is **OK**, and when it is **red** the rule content is **not OK**.

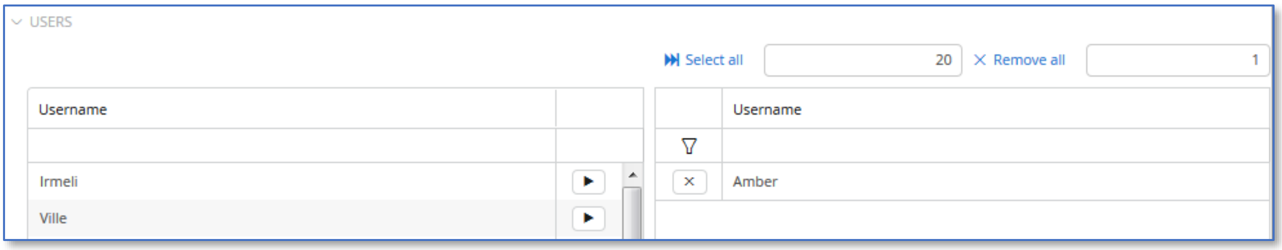


To display the technical format of a rule, click **Show rule**. If the Show rule button is red, the system displays an error message with the reason why the rule is not OK. Your system administrator/consultant can use this information to identify the reason for the issue and possible conflicts.

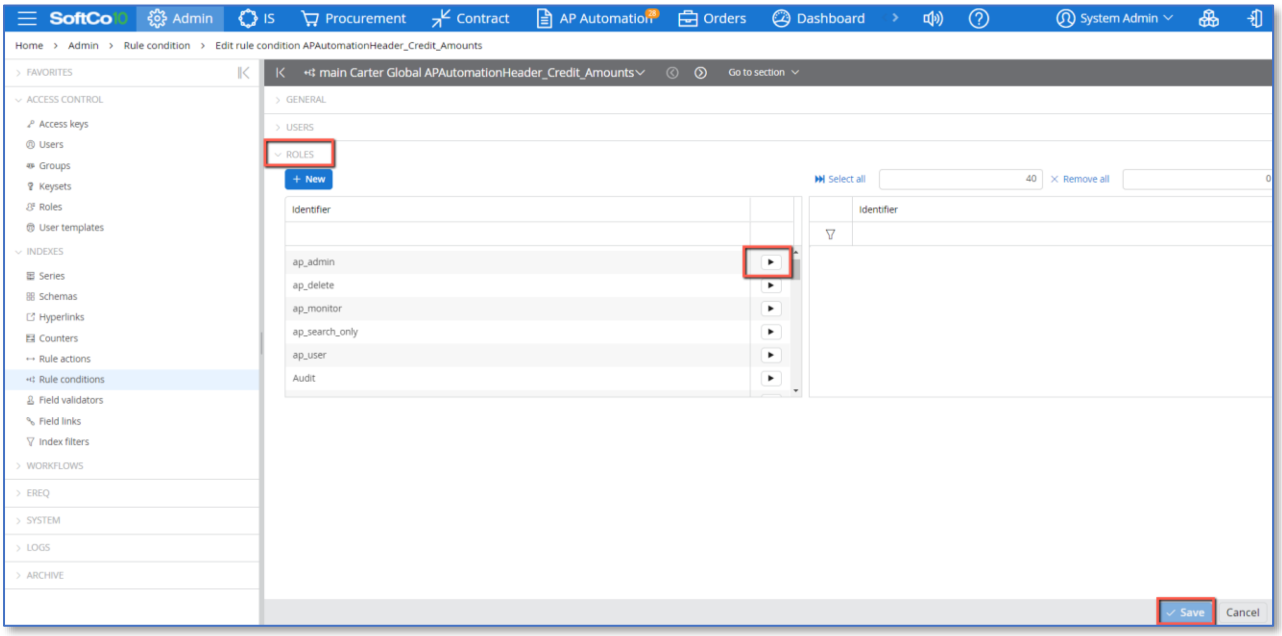
2.2.4 Users and roles

Rules can be limited so that they will only be valid for selected users or selected roles. Below there is an example of a rule where the approver named Amber is limited, meaning she can only approve the rows where the cost center is 1001:



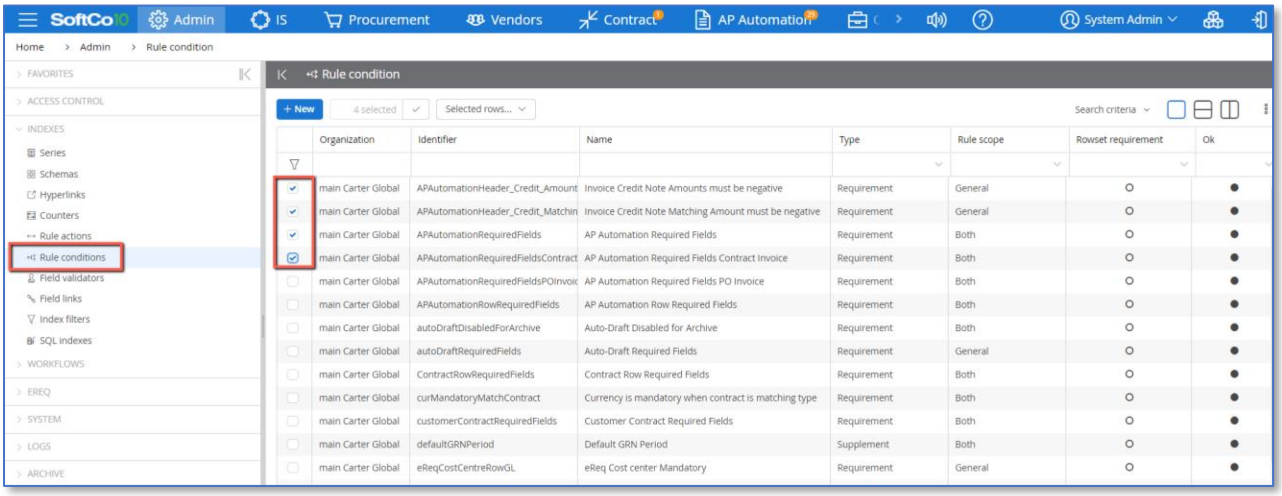


To limit a rule to a certain role, select the role and click **Save**:

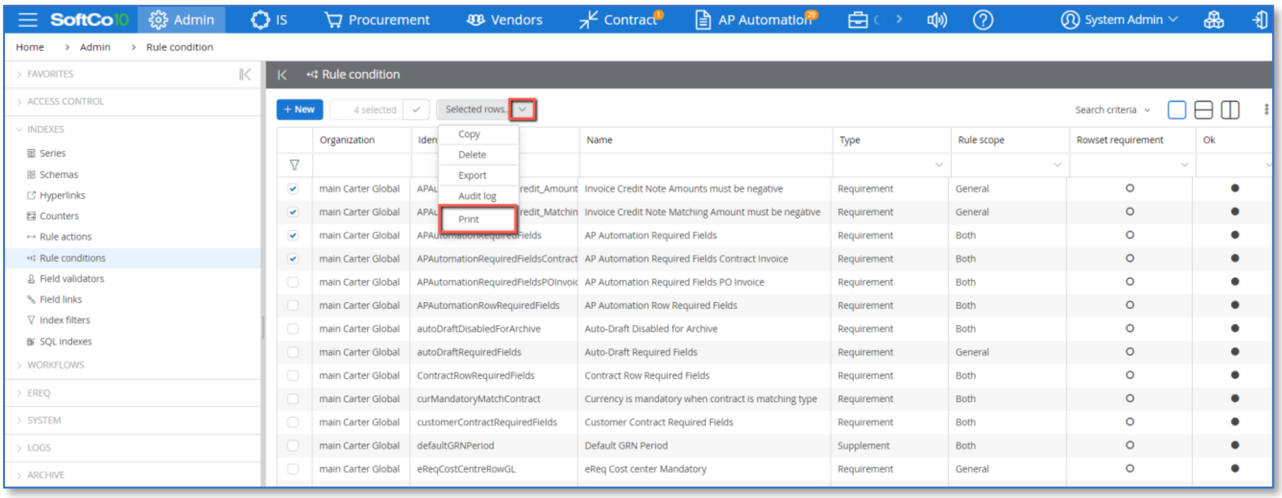


2.2.5 Print rules

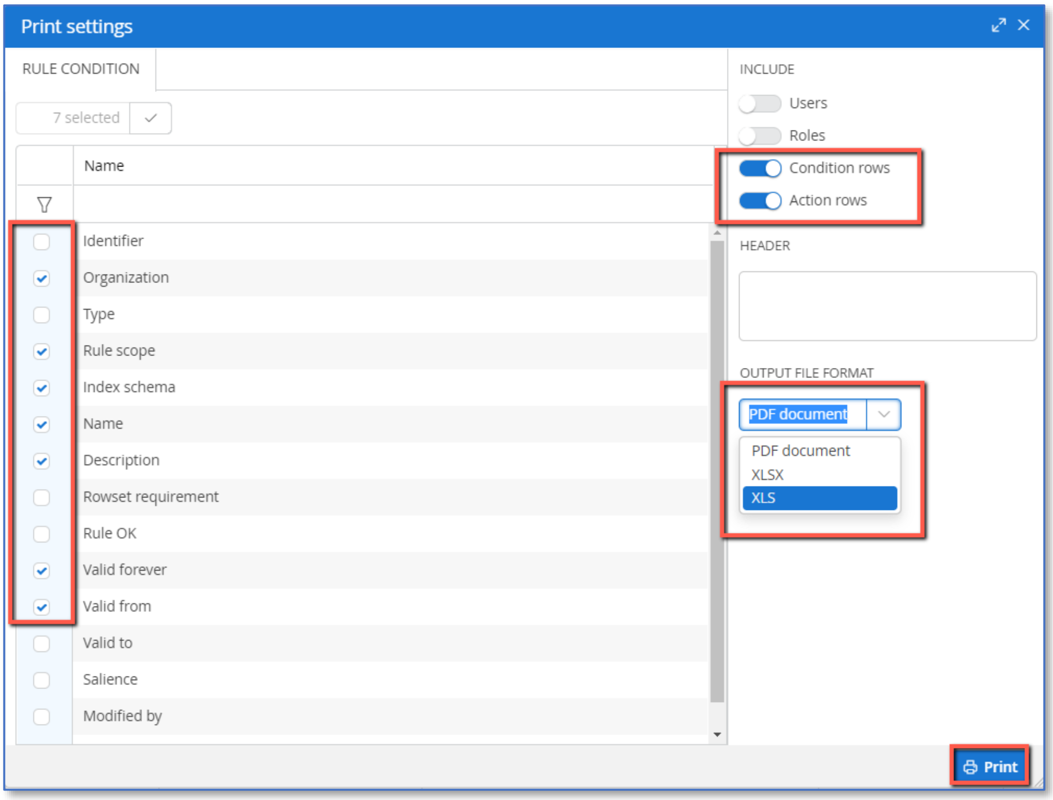
You can print workflow rules from the system. In **Admin > Indexes > Rule conditions** select the rule(s) you want to print:



From the Selected rows drop down menu click **Print**:



Select the information you want and the output file format (either PDF or Excel) and click **Print**:



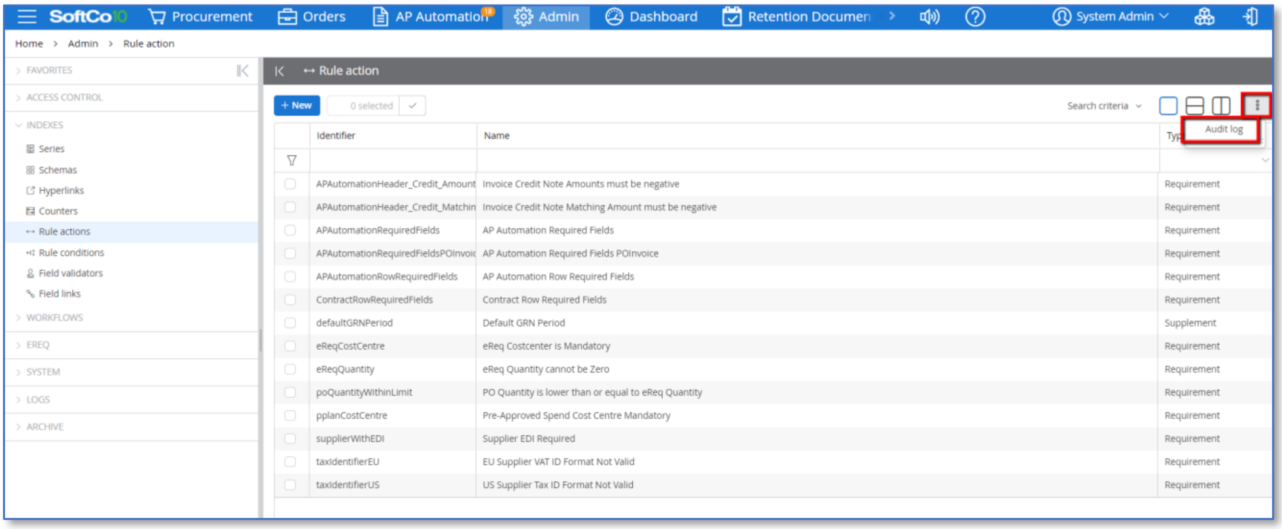
The file will then be generated. You can open the file or save it to your computer, as required.

SoftCo

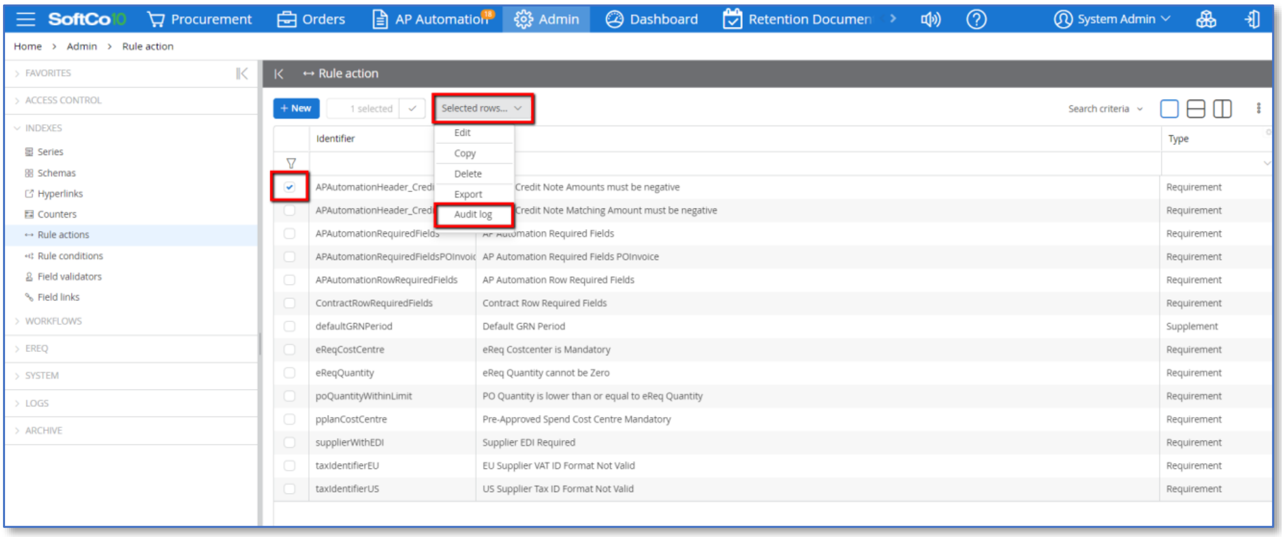
2.3 Audit logs

If an audit log source for rules has been defined in some of the levels (all/insert/update/delete), then the possible changes are listed by the audit log. You can perform an audit log for rule actions and rule conditions. Both are performed in the same way. Below is an example of one.

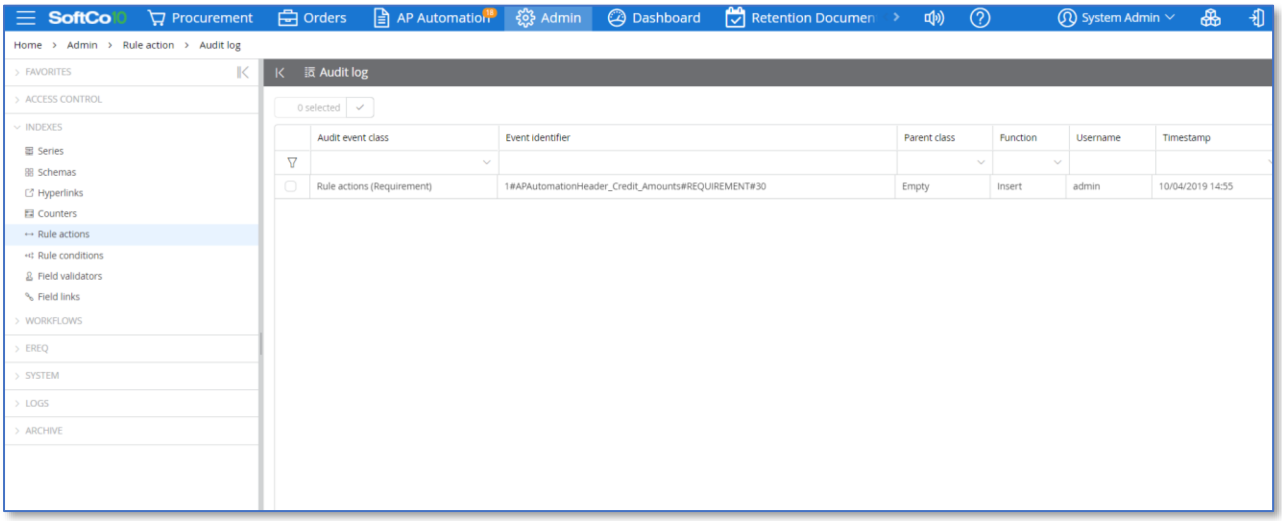
Select the **Audit log** from 3 dots (ellipses) menu. This will list all the rules where changes have been done:



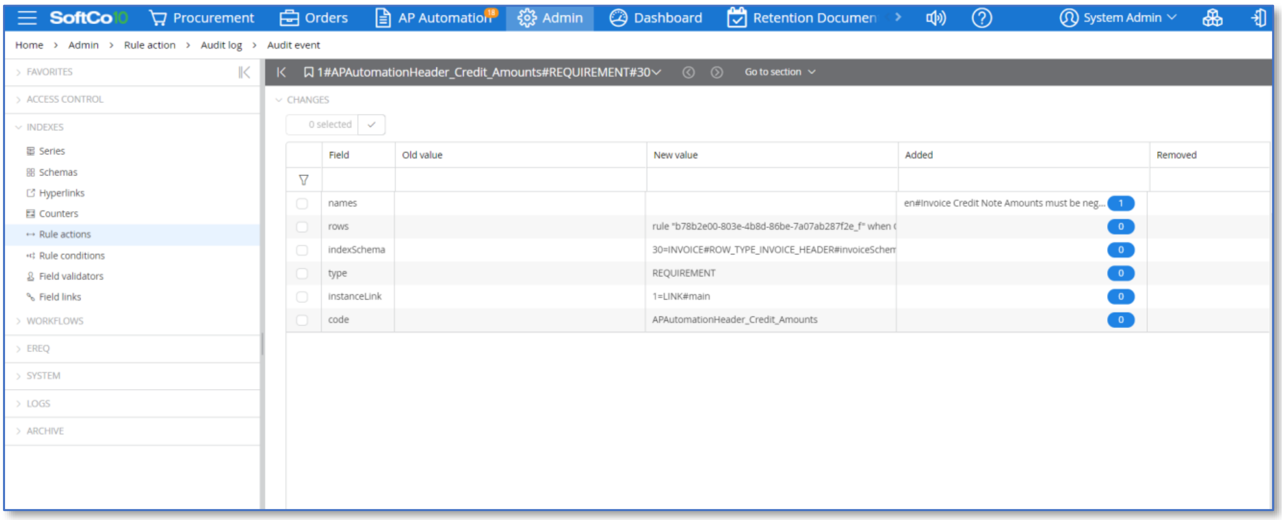
Or select a specific rule and select **Audit log** from selected rows drop down menu:



When you click the Audit log, the changes are listed with user who did the change and the time when the change was done. Example:



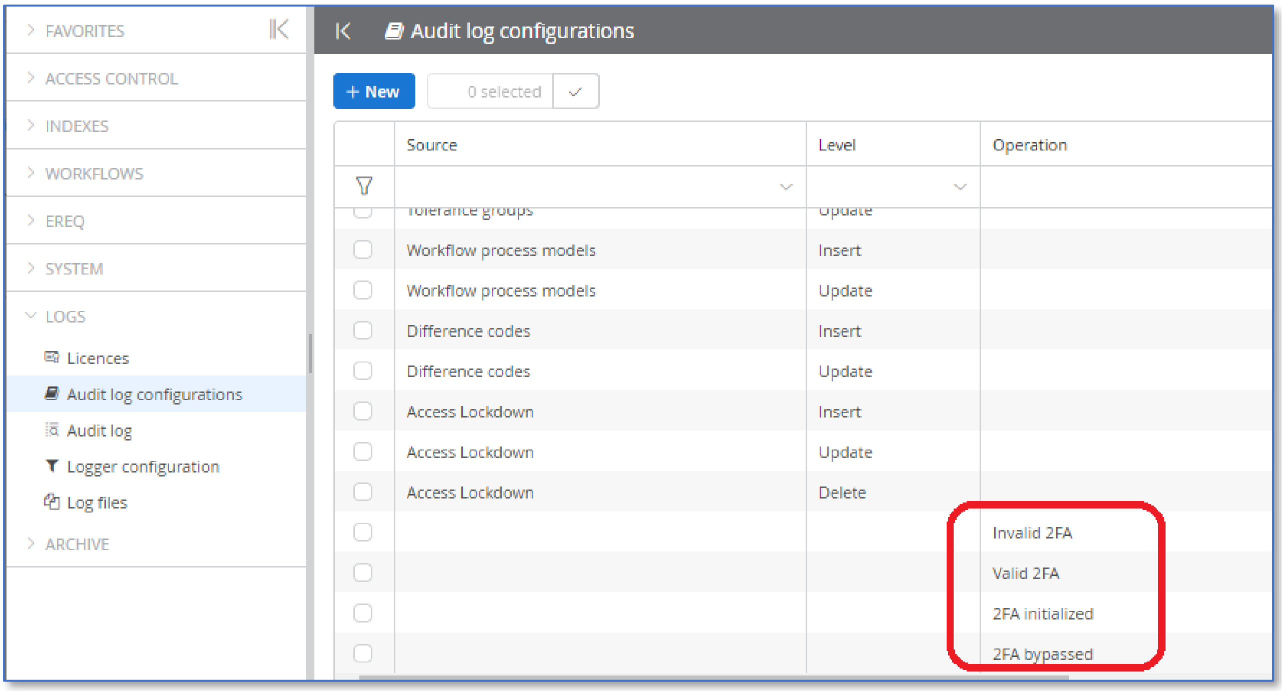
Click the row to open more details. You can check the old/new/added/removed values of the change:



2.3.1 Audit log for user access with two-factor authentication

User access may be audited with respect to multi-factor authentication or two-factor (2FA).

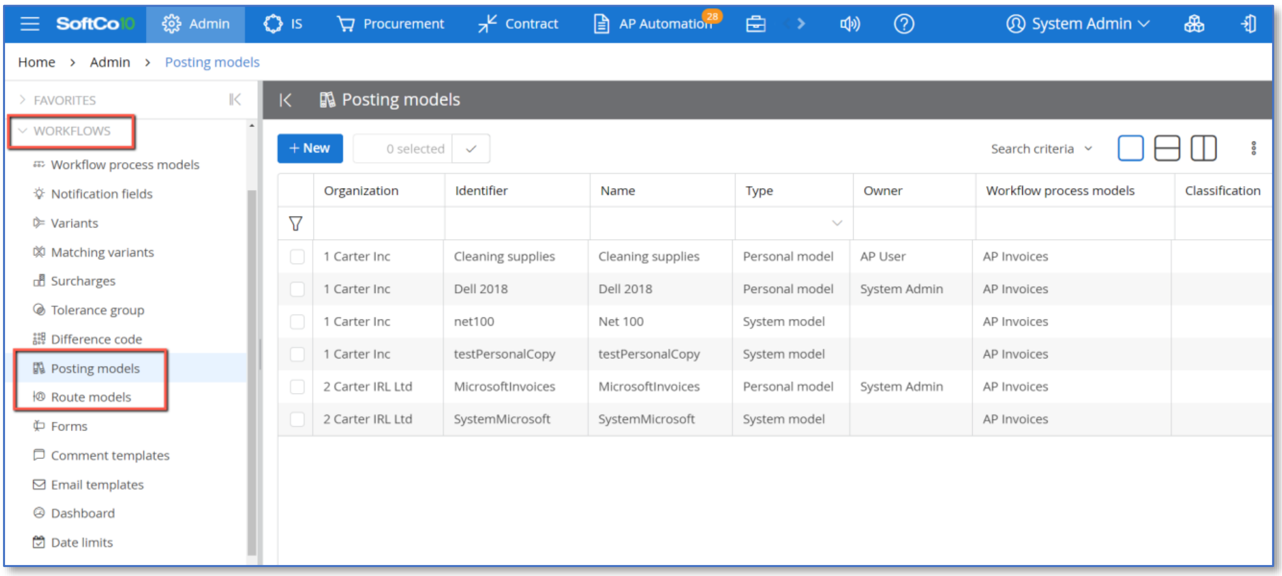
Logs show when a valid or invalid 2FA user login occurs. For new, updated, or deleted user accounts, changes to 2FA operation are also logged.



SoftCo

3 Workflows

The Workflows section includes the following configuration elements:



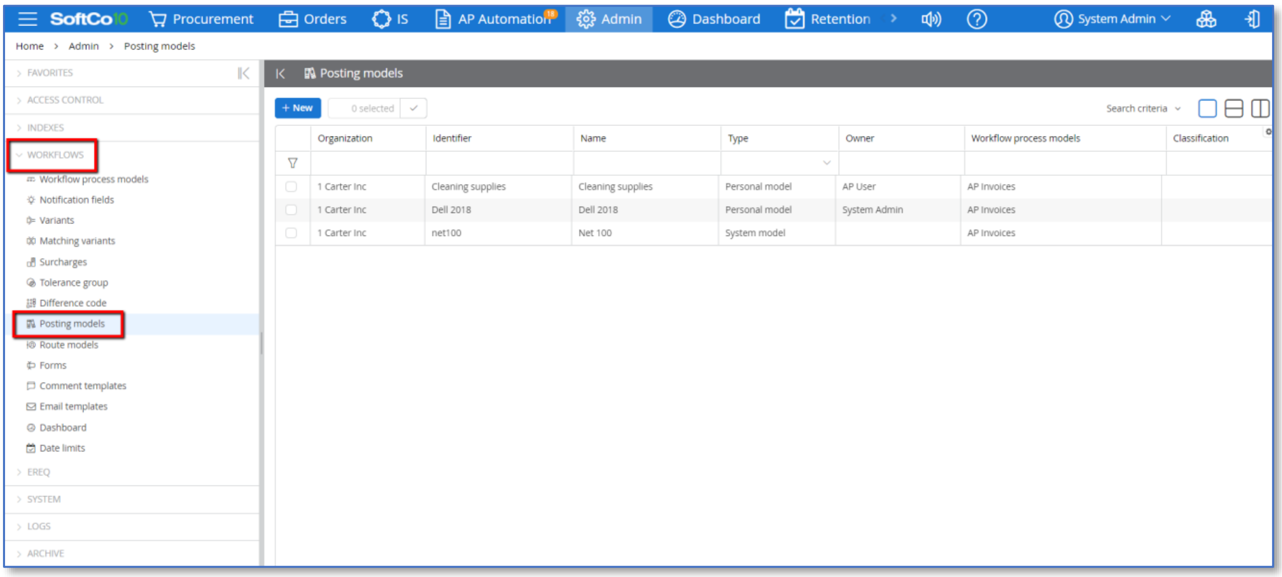
Only the **Posting models** and **Route models** are set as configurable items for super users. Any other configuration changes are made by your SoftCo system administrator/consultant.

3.1 Posting models

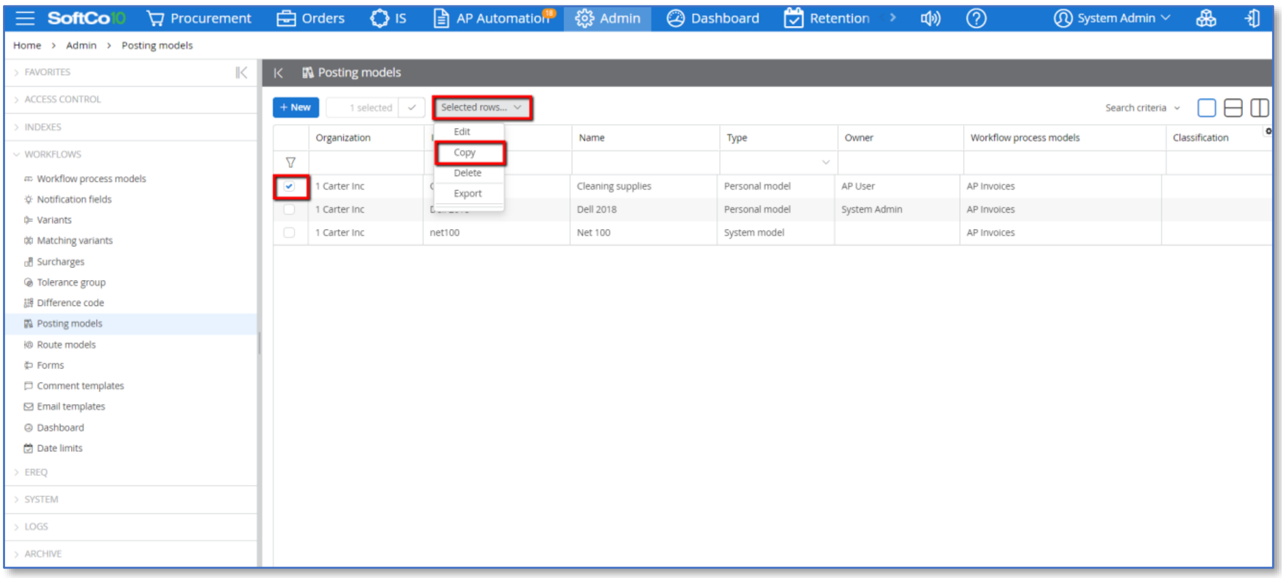
Posting models are WPM specific models which are used to define the posting rows for the case e.g. invoice posting rows. A posting model can be a system-specific model or a user-specific personal model. System type of posting models are created and maintained in the Admin module and only the Admin user can maintain the system models.

The user can see their own personal models and system models, but not personal models created by other users. Only the user (and the user who has separate access right to manage other users posting models), can maintain personal posting models.

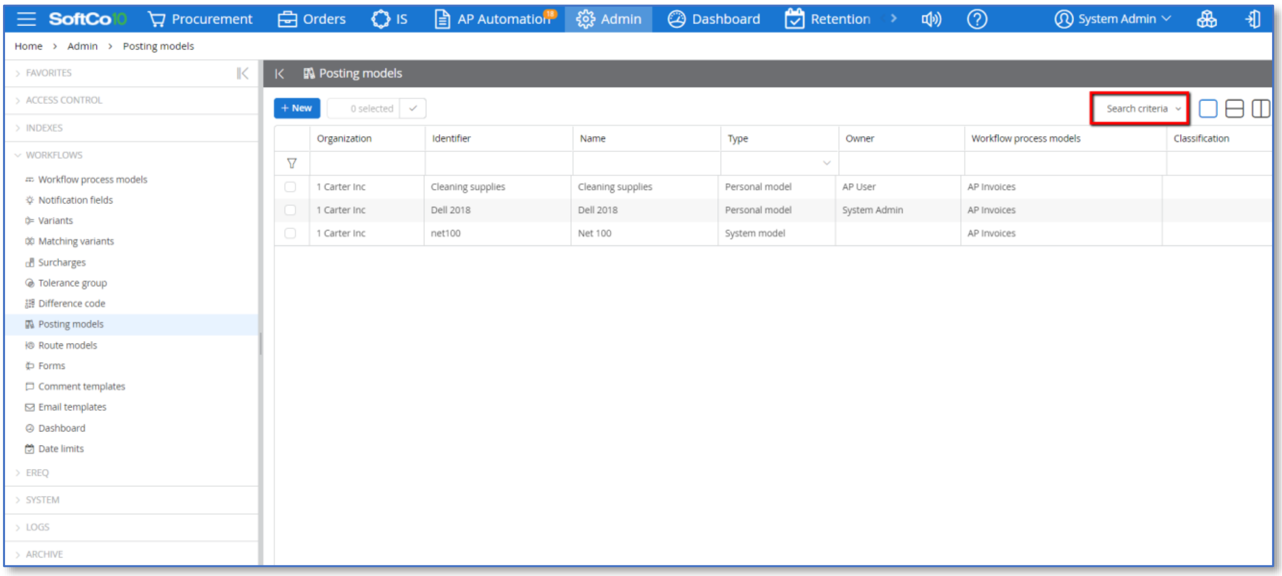
You can access the Posting models section in **Admin -> Workflows -> Posting models**:



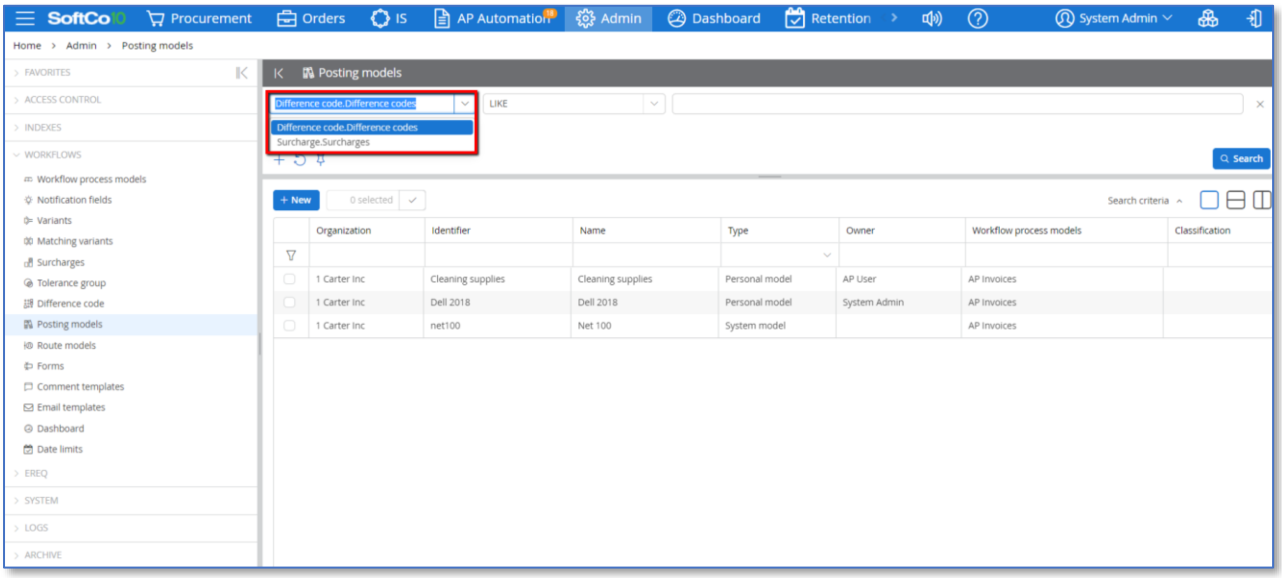
You can create copy of existing posting model. Select model you want to be copied as a basis for new posting model:



In addition of normal filtering inside the columns, posting models contain separate search criteria functionality for the fields which are not listed in the result set columns. Click **Search criteria**:



Search criteria selection will show. Posting models can be searched by difference code or surcharge:



With  button you can add more fields into the search criteria. Reset  button clears the values and resets the search criteria with the original default fields.

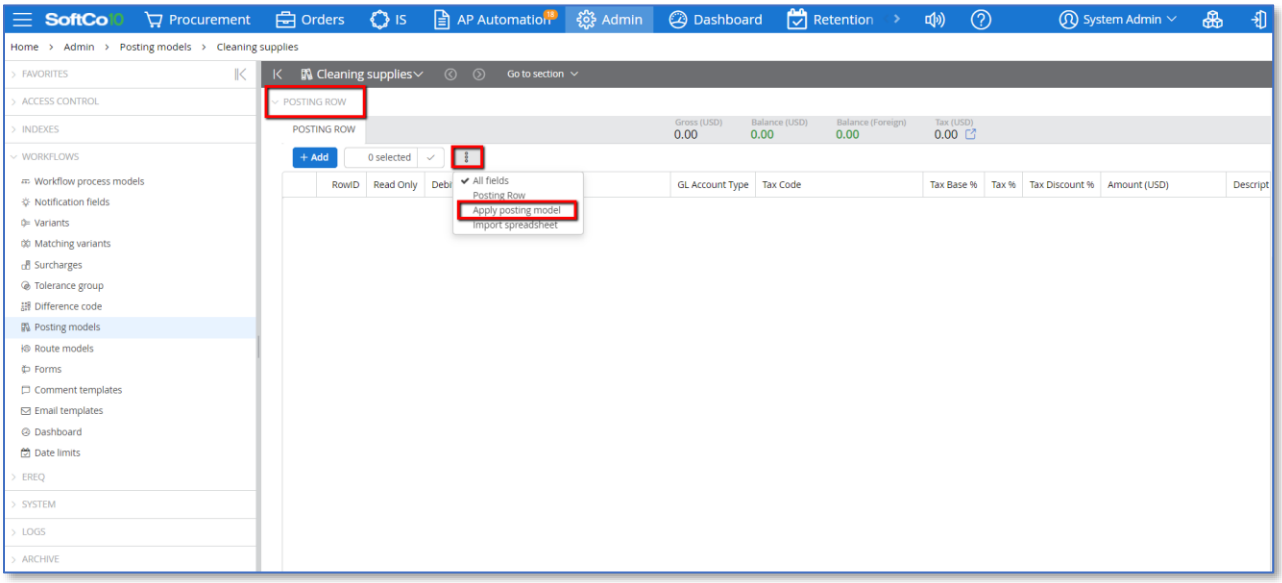
Keep open  leaves the search bar open after the search has been performed. **X** on the right side of the field row removes the field.

After the search you can also reopen and hide the search criteria by clicking the **Search** button.

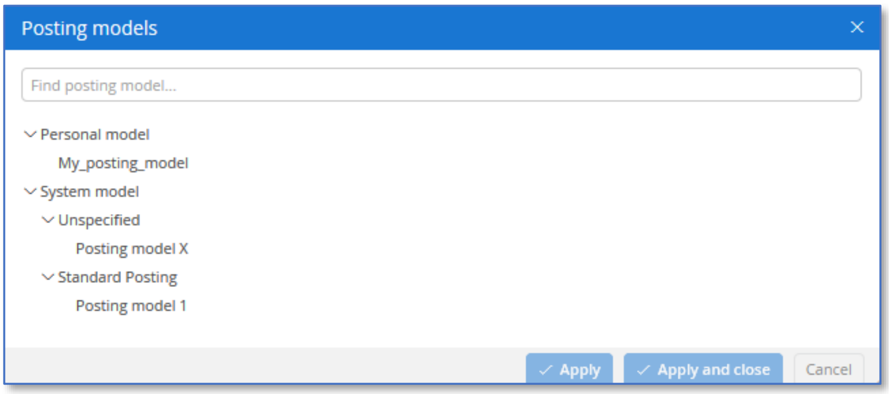
3.1.1 Posting model usage

Posting models define the fields in the posting row with specific values. Posting models can be selected in the posting row options, the model can also be triggered automatically by certain conditions.

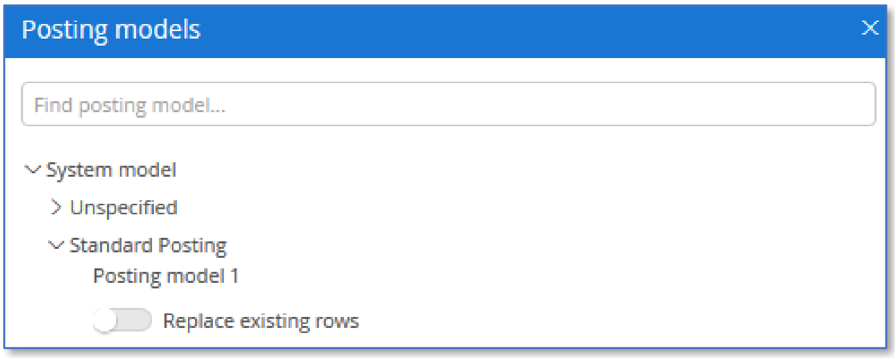
Apply posting model can be found here:



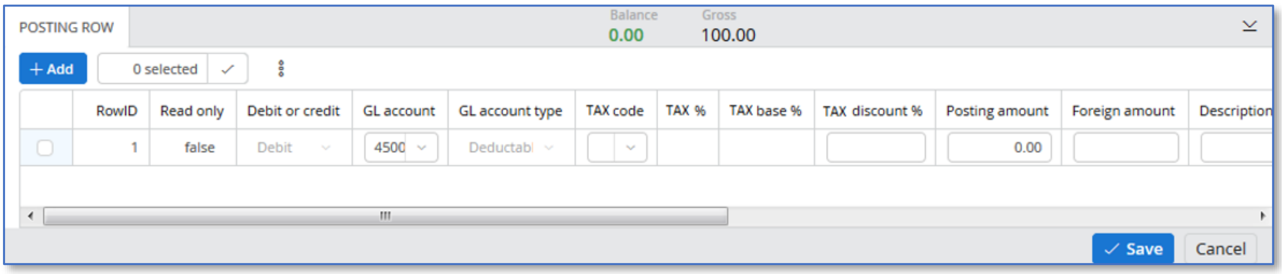
Posting models which are created with classifications are shown under the system models in their own sections. The Unspecified section is for posting models which are not connected with the classification:



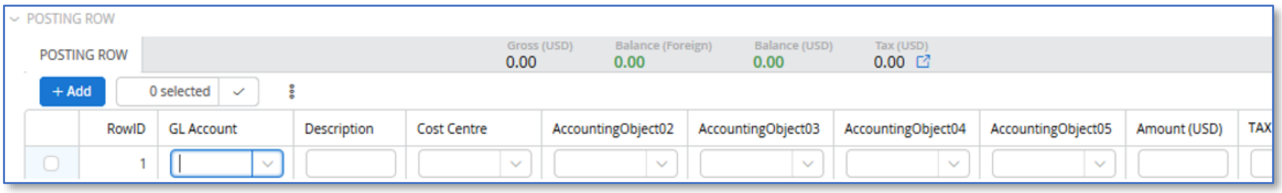
Click the posting model which you want to use for posting rows. Existing posting rows can be replaced when you enable the **Replace existing rows**. Slide this button to change the selection. Grey if off and blue is on:



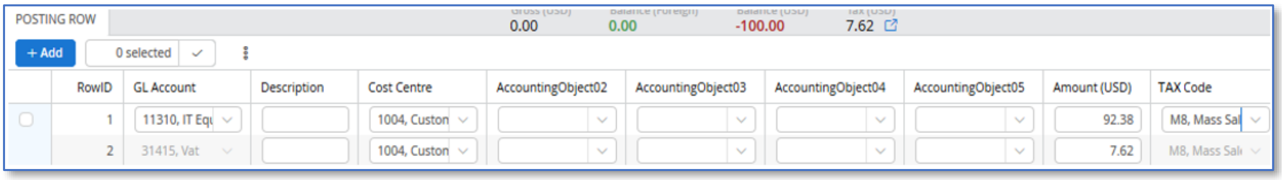
Click **Apply** and window closes. The posting row(s) are generated based on the selected model. With Apply and close, you can generate posting rows and continue to select another model.



Posting models cannot be saved without posting row(s). Add posting row(s) for posting model.



Organization in the posting model restricts the selectable master data (you can only select the data that belongs into the same organization or its main organization). If you select the Tax code, the system generates the Tax row automatically in the posting model.

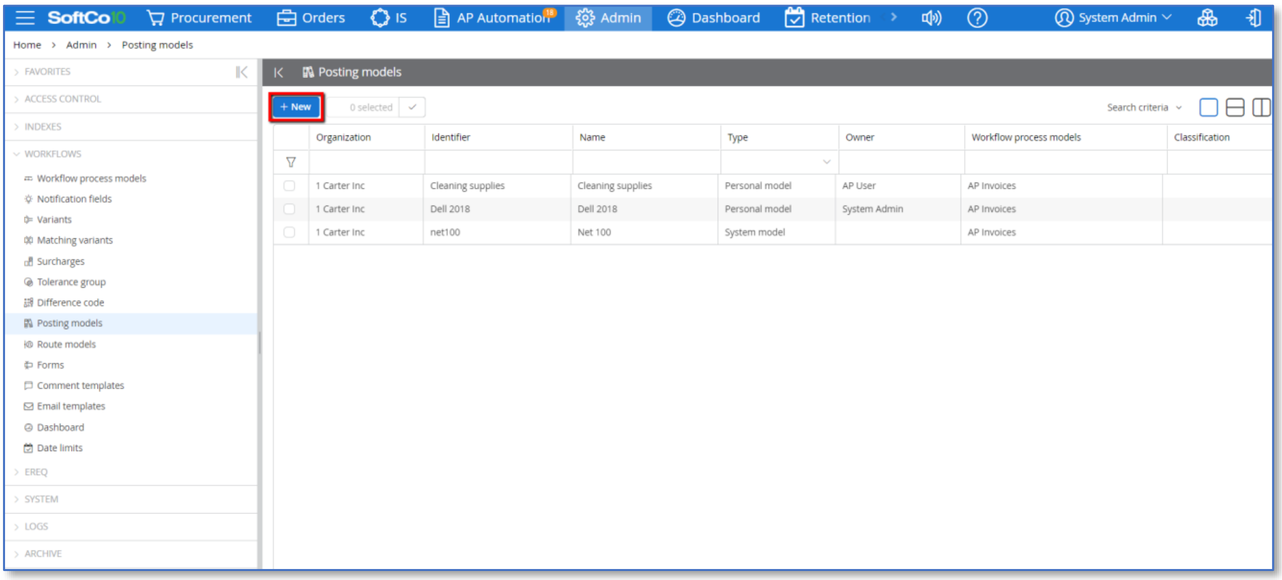


The posting amount is the relative distribution of the invoice total amount generated for invoice posting rows.

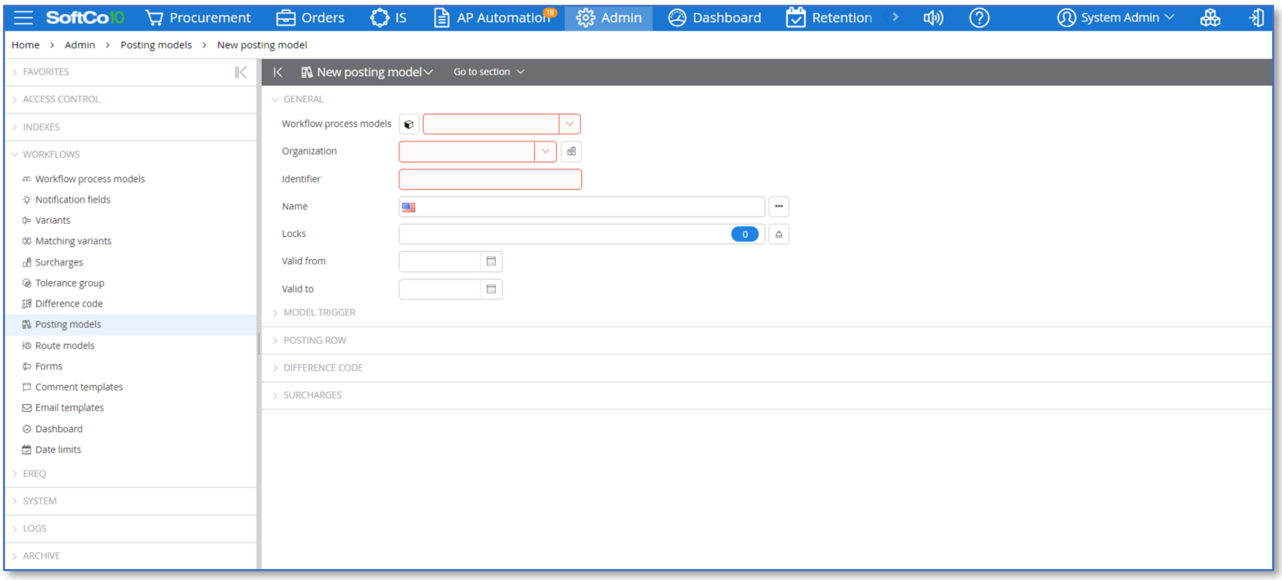
If the posting model does not have posting amount (=relative distribution) defined, then posting amount will be given separately in invoice posting rows.

3.1.2 Create new posting model (system)

Click **New** to add the new posting model:



System type of posting models are visible to all the users. Posting model type is automatically 'system' if it is created in the Admin module. Posting model which is created via case view is personal.



Workflow process model
Select WPM where this posting model will be effective. Only WPMs which contain posting rows, are available in this selection (invoice type of WPM, case with rows type of WPM). Drill down icon is only shown if you have query rights to the WPM in question.

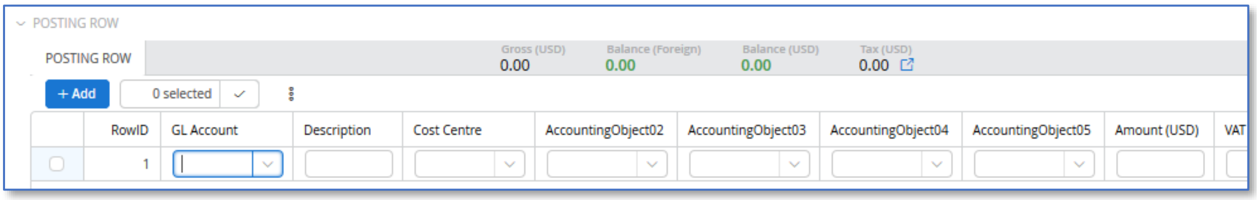
Organization
Organization that this posting model will be effective for.

Identifier
Identifier for the posting model.

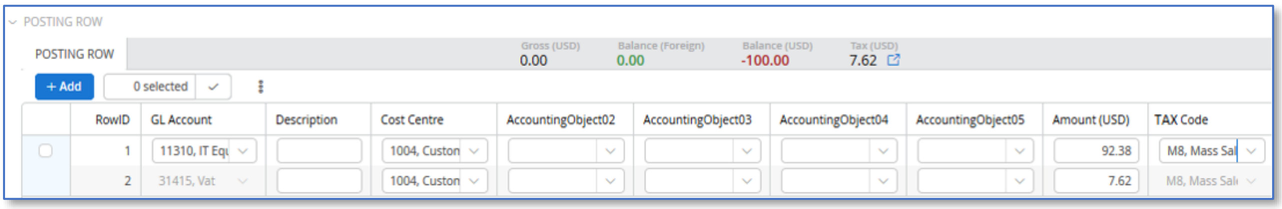
Name
A name describing the posting model. Translation can be added with the button next to the field.

Valid from/to
This is the validity time of the posting model, invoice date (document date) must match in this time range.

Add posting rows for posting model:



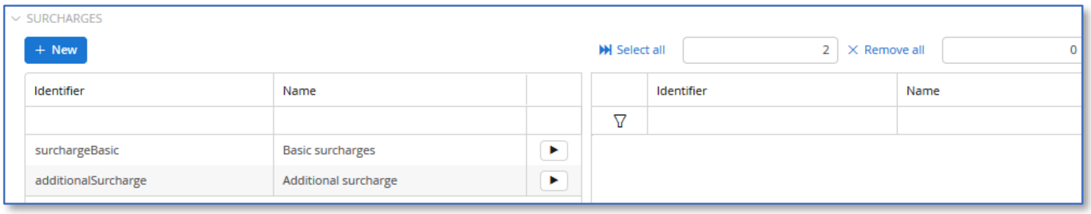
Organization in the posting model restricts the selectable master data (you can select only the data that belongs into the same organization or its main organization). If you select the Tax code, the system generates the Tax row automatically in the posting model.



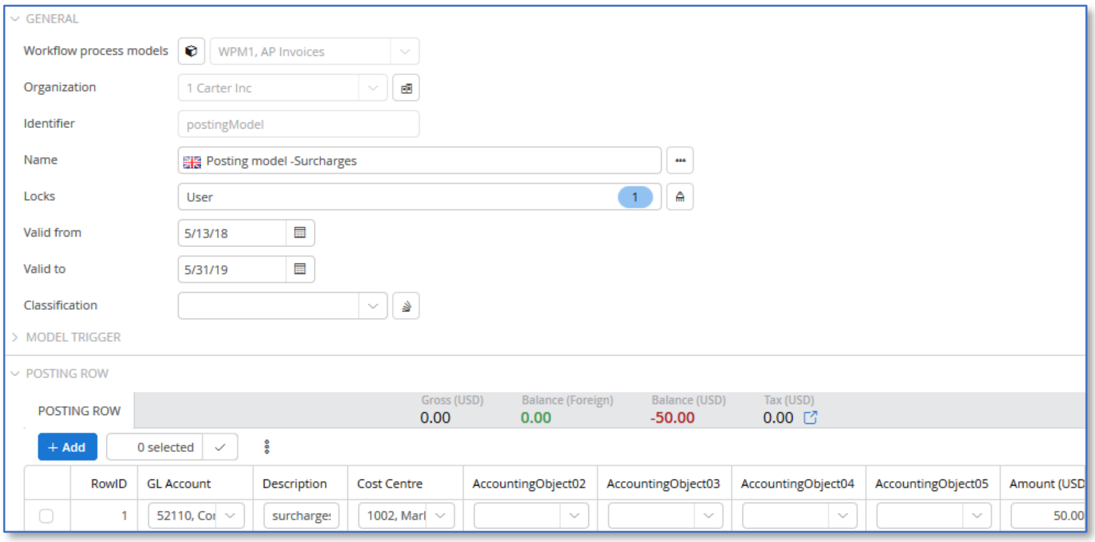
Posting amount is the relative distribution of Invoice's total amount generated for invoice posting rows. Total amount should be 100.

If posting model does not have posting amount (=relative distribution) defined, then posting amount will be given separately in invoice posting rows.

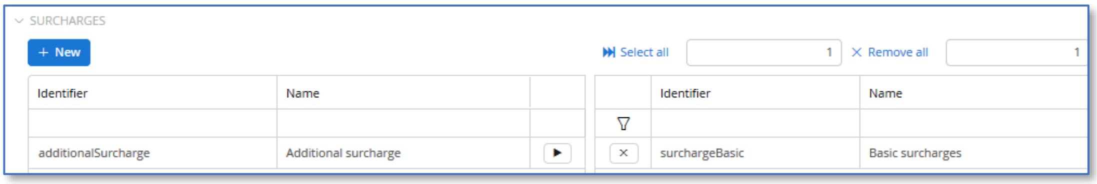
Posting Model Surcharges
If posting model is used for surcharges, select appropriate surcharge to the right-side table:



Below there is the example of the posting model which relates to appropriate surcharge:



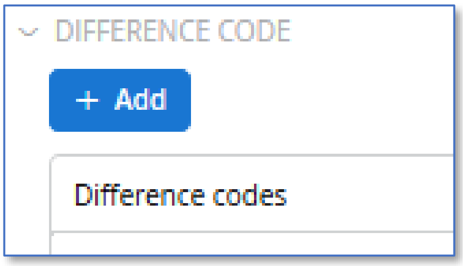
SoftCo



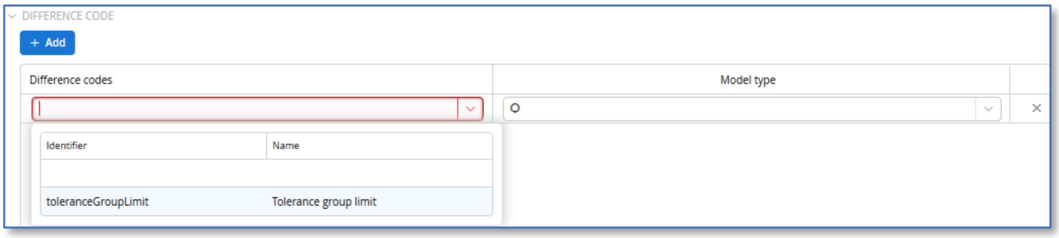
Posting Model for Difference Codes

Difference codes and relating posting models define how differences in the matching are handled in the posting rows when tolerance exceeds. Default template environment does not contain difference codes, these are configured only in use if wanted in customer environment.

Click **Add** in the posting model's difference codes section:



After this you can select the difference code (if it is been defined in the system):



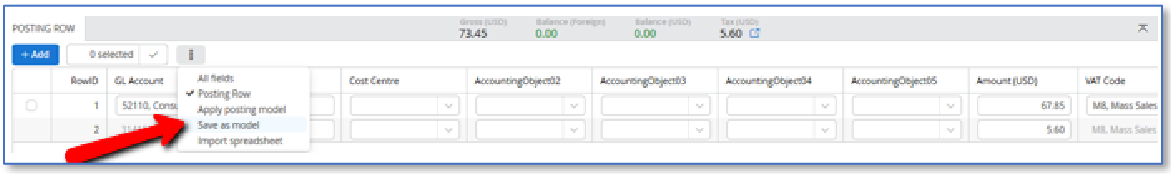
Discount

If discount is tagged, the difference is related only to the discount (discount has the separate posting rows).

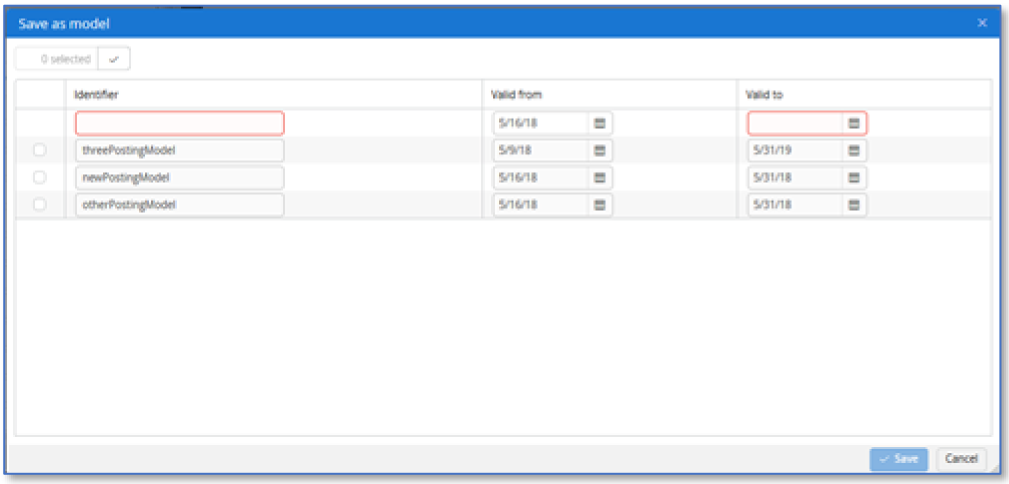
3.1.3 Create new posting model (personal)

Posting model which is created via case view is personal. Each user can create personal posting models. The user can see personal models and system models in posting, but not those personal models created by other users. In the personal posting model, you cannot set difference codes or surcharges.

To save your own personal posting model, click **Save as Model** on top of the posting rows:

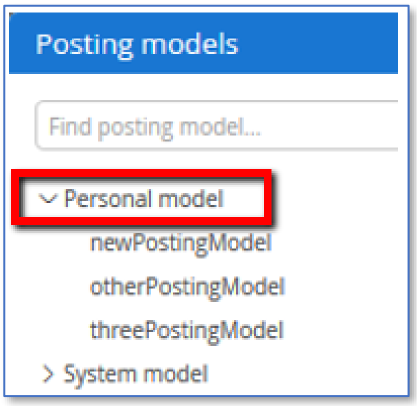


Save as model window opens. You can see all your personal models in the same window. Enter the identifier and validity time for your new posting model:



Note: When a posting model is used, the document date must match with the posting model's validity time.

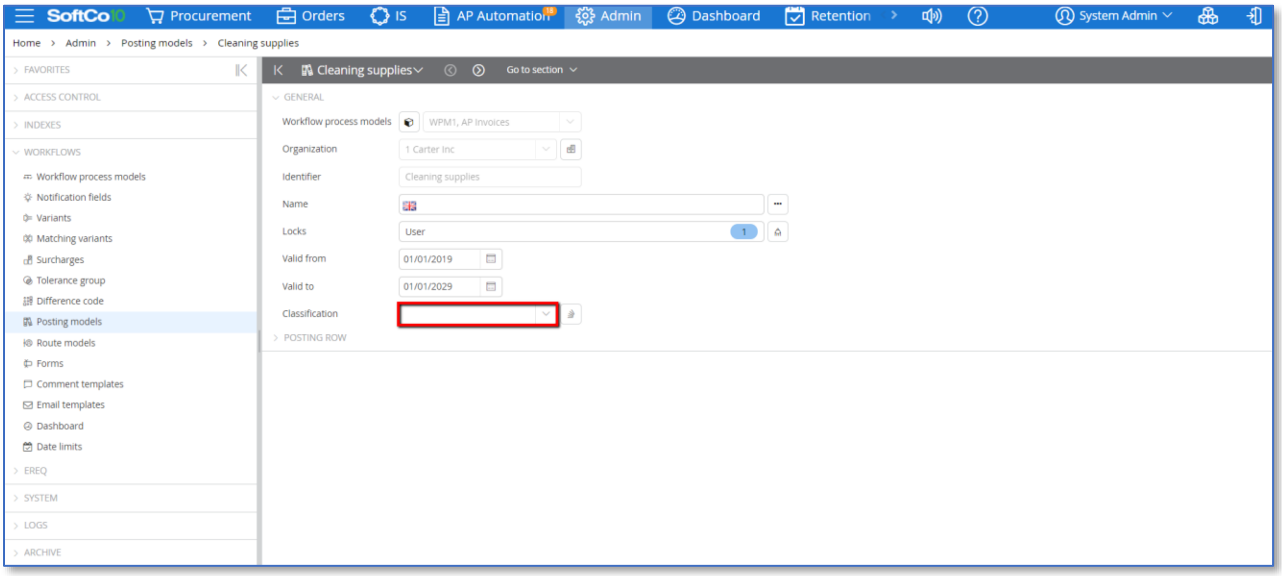
When you have saved the posting model, it is saved automatically to the posting models in the Admin module. In the posting rows options, click **Apply Posting Model**. Select the personal model:



3.1.4 Classification in posting model

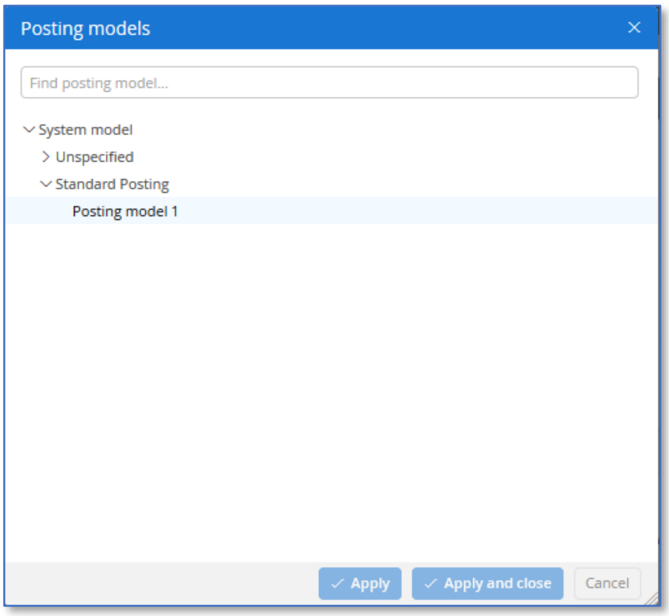
Classification selection becomes visible in posting model setting if selected wpm has posting row structure schema, and classification is been connected in WPM posting section.

Select classification for posting model:



Usage

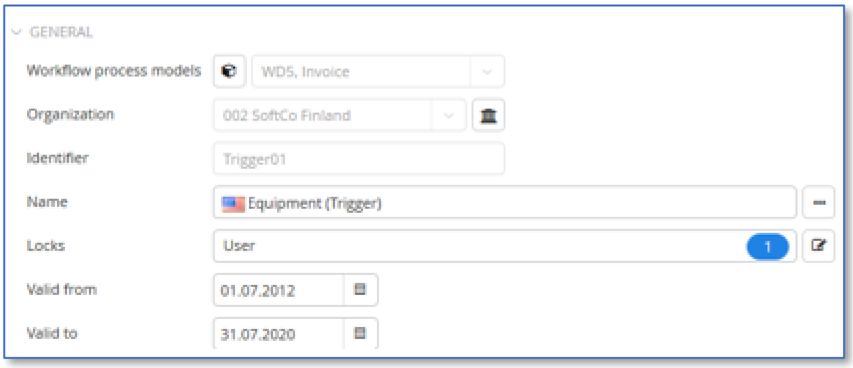
In the invoice, when you select posting model in the posting rows, the classification (in this example is "standard posting") is shown under the system model. Unspecified section is for those posting models which are not connected with the classification:

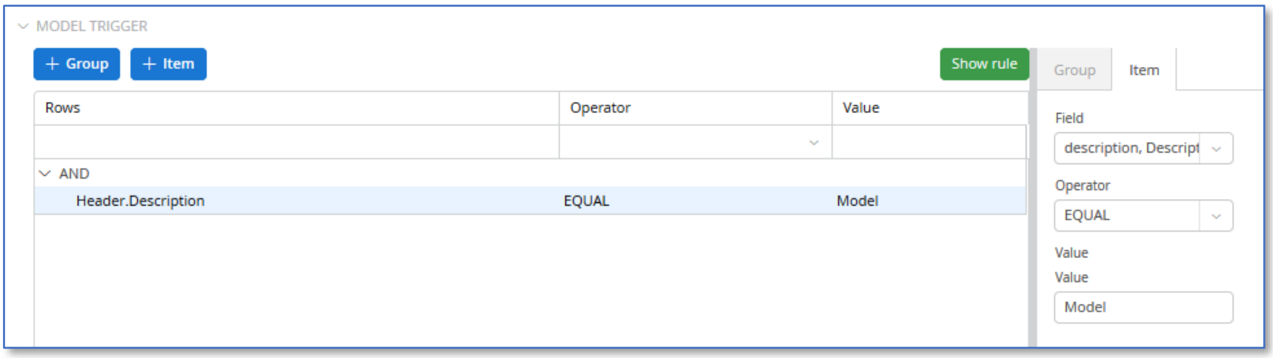


3.1.5 Posting model trigger

Posting model can be configured with the model trigger. Triggering defines the condition when the posting model is automatically in use. Note that 'apply row model' must be enabled behind the step.

In the example below the model is triggered when the Description field in the header has the value Model:

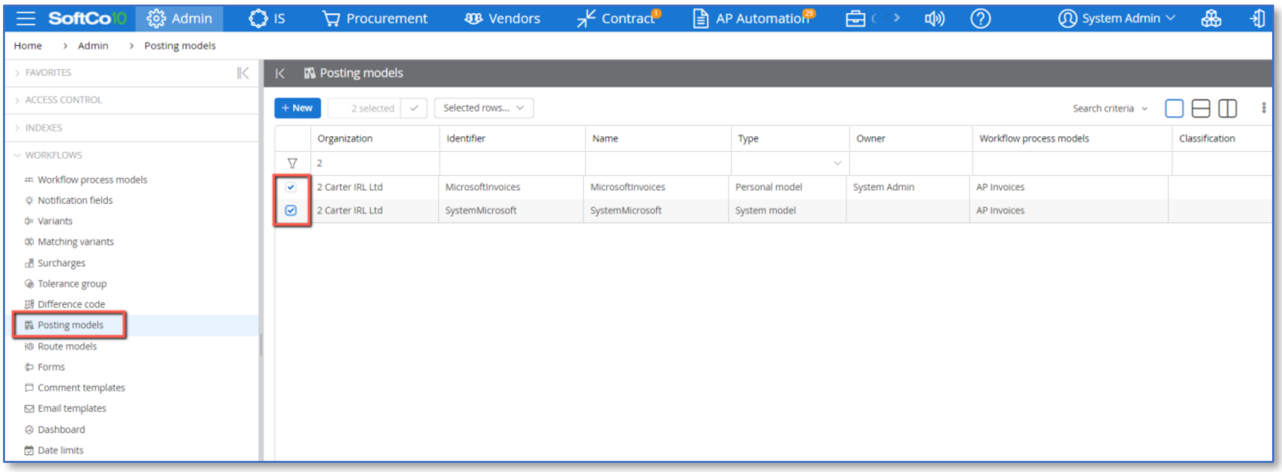




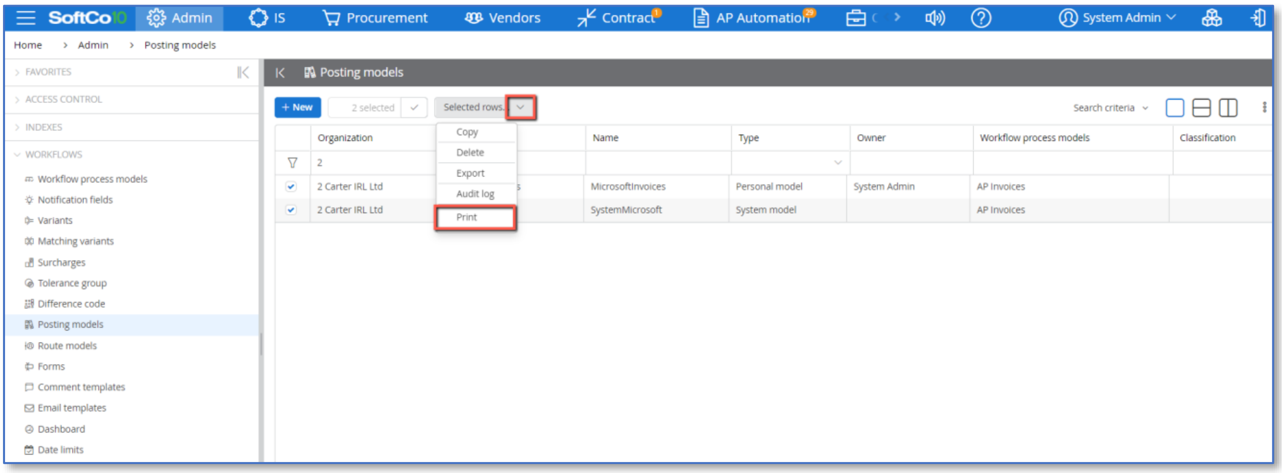
The gross amount (master amount) must be given in the case header before triggered posting model takes place.

3.1.6 Print posting model

You can print a posting model from the system. In **Admin > Workflows > Posting models** select the posting model(s) you want to print:

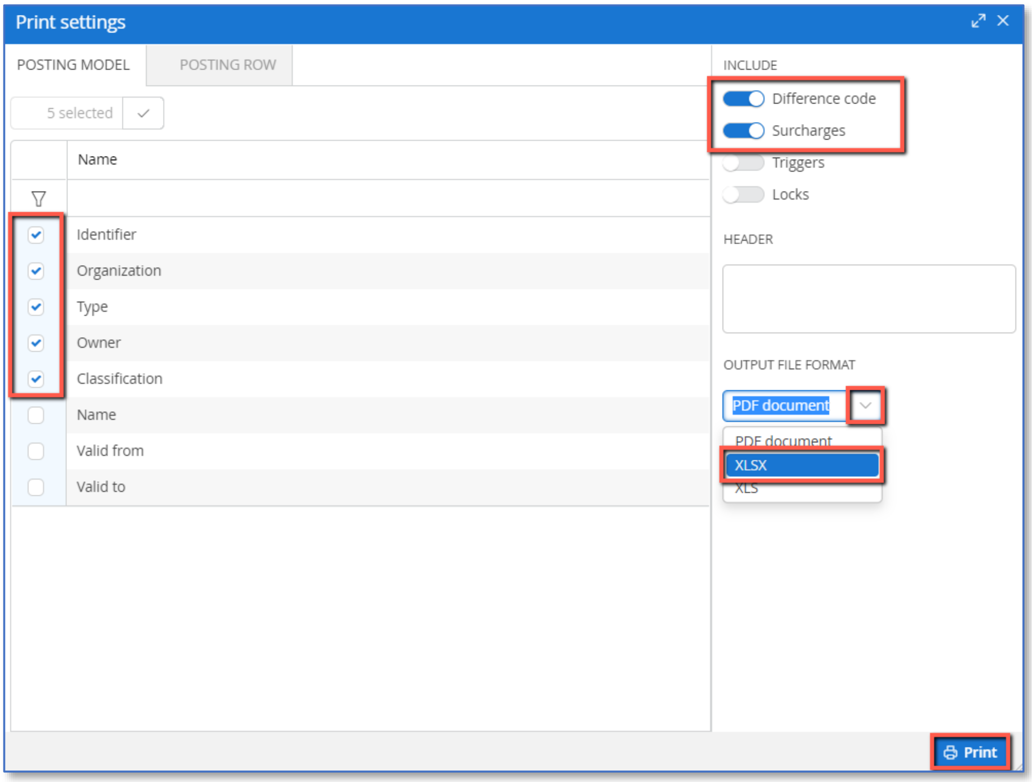


From the Selected rows drop down menu click **Print**:



SoftCo

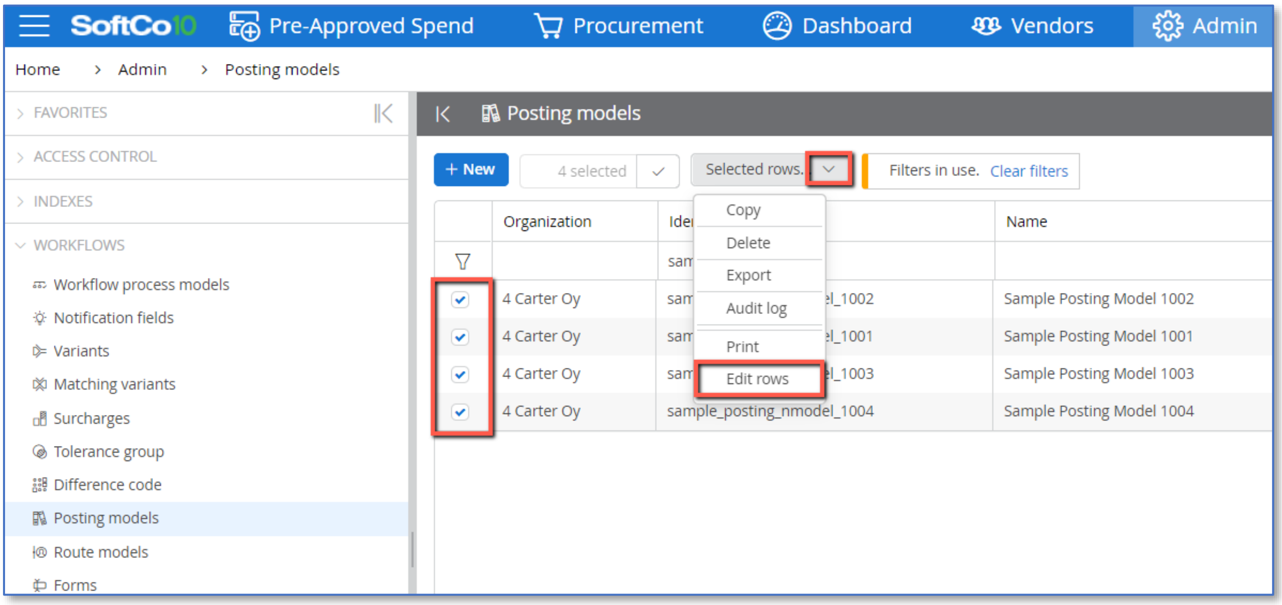
Select the information you want and the output file format (either PDF or Excel) and click **Print**:



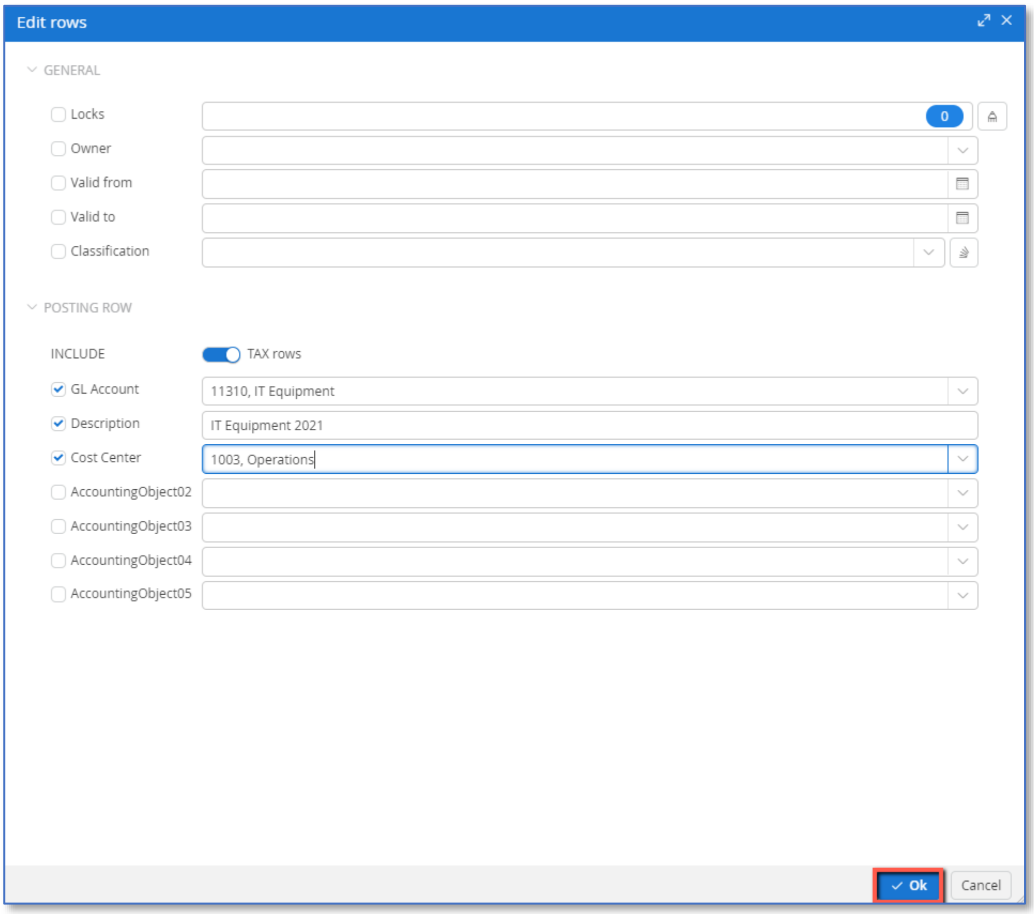
The file will then be generated. You can open the file or save it to your computer, as required.

3.1.7 Edit posting models in bulk

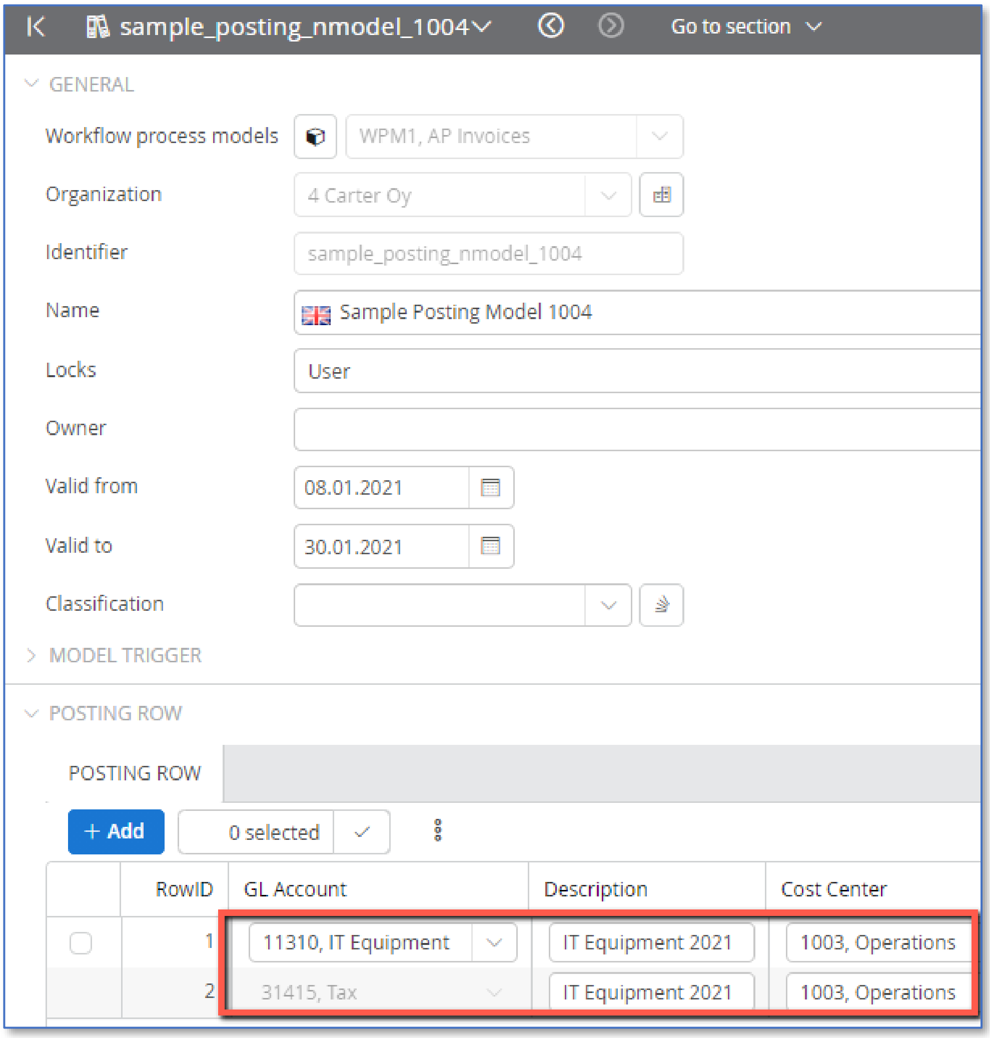
It is possible to edit posting models in bulk, if required. Select the posting models that need to be edited, then from the selected rows menus click **Edit rows**:



Make the necessary changes and click **Ok**:



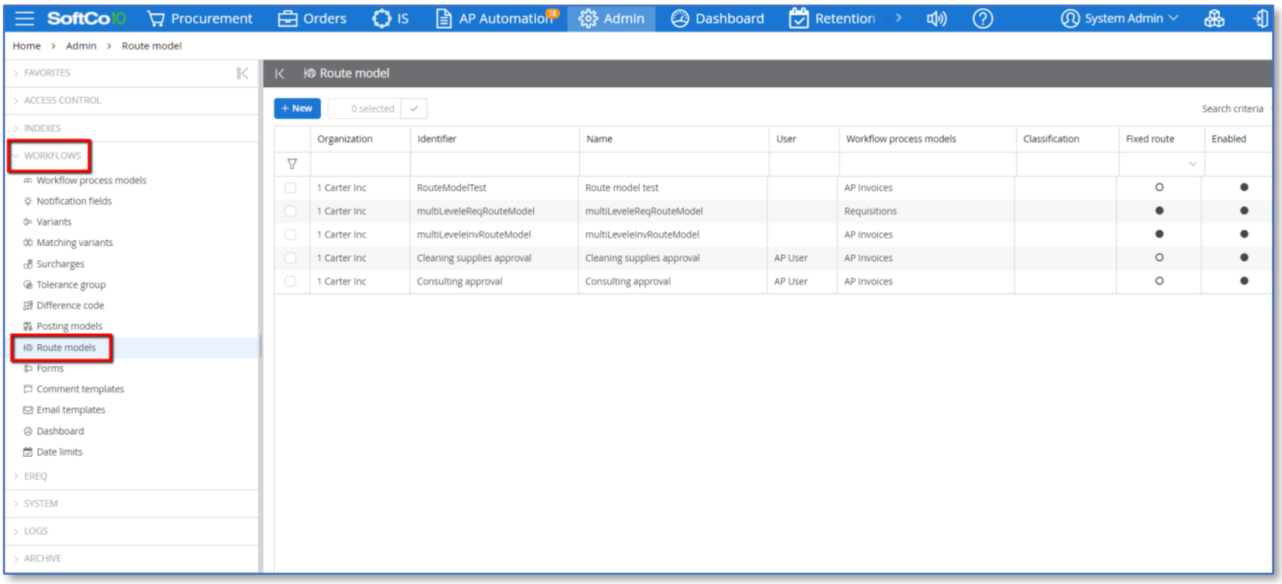
All of the models you have selected will be updated. You will see the change in the **Posting Row** section:



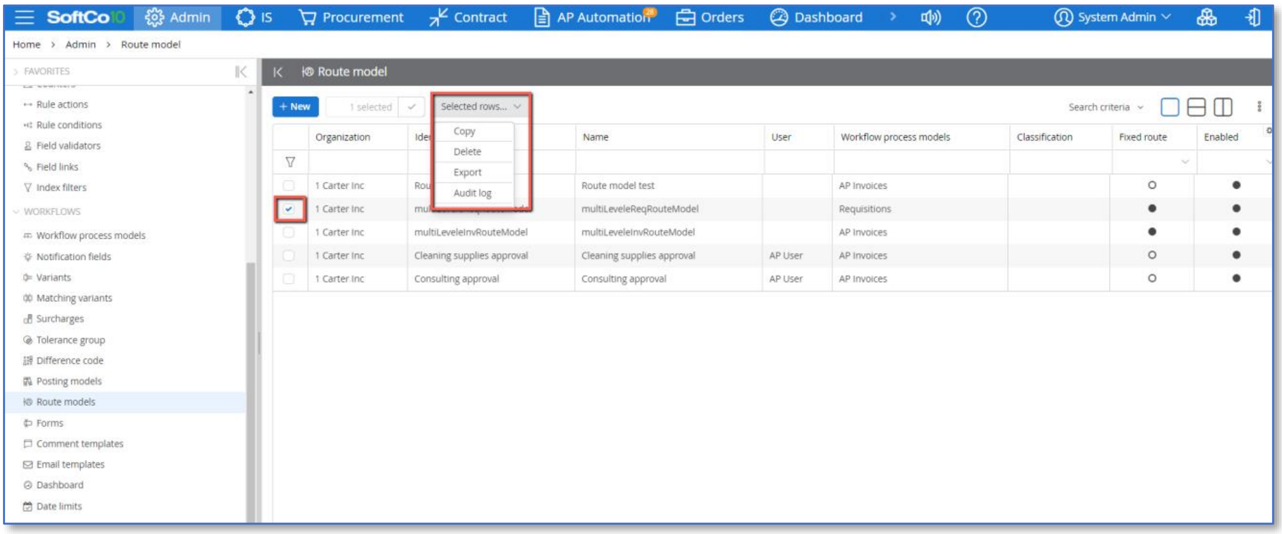
SoftCo

3.2 Route models

Route models are models which are used to define ready-made routing that can be used in invoice routing. You can access the Route models section in **Admin -> Workflows -> Route models**:

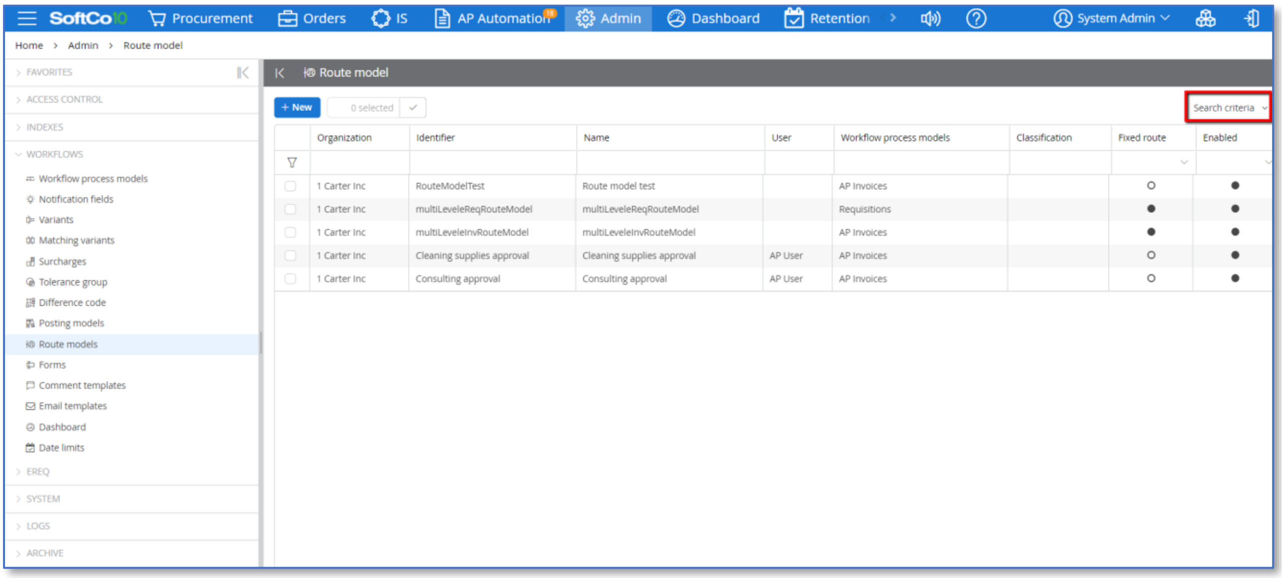


You can create a copy of an existing route model. Select the model you want to be copied as a basis for new route model:

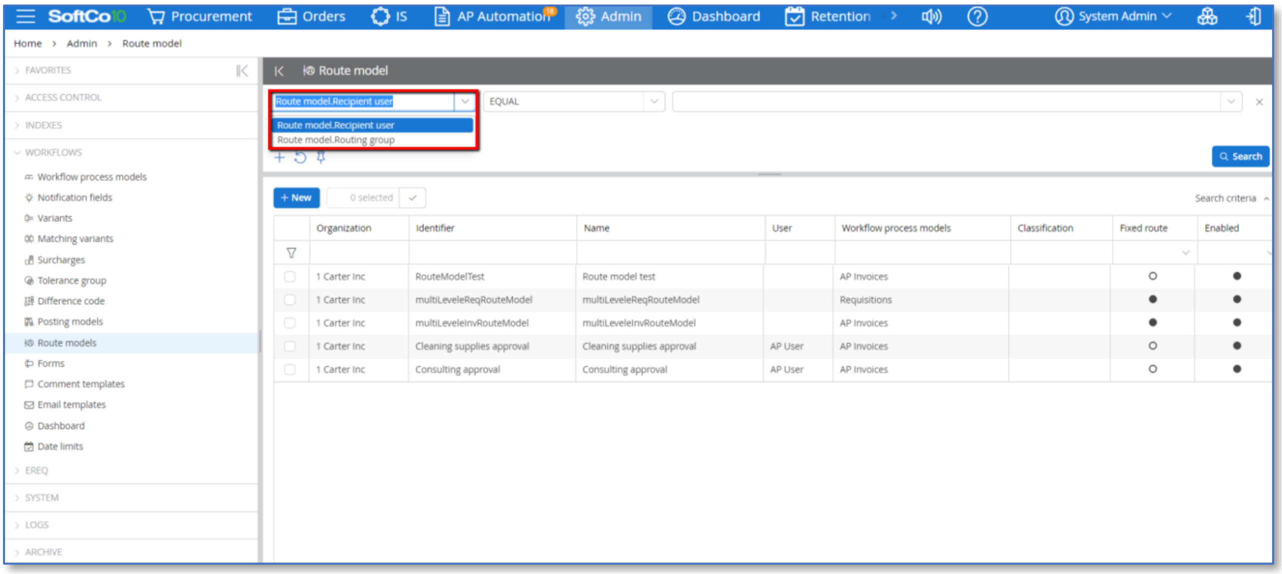


SoftCo

In addition to normal filtering inside the columns, route models contain separate search criteria functionality for the fields which are not listed in the result set columns. Click **Search criteria**:



Search criteria selection will show. You can search the route models based on the recipient user or routing group:



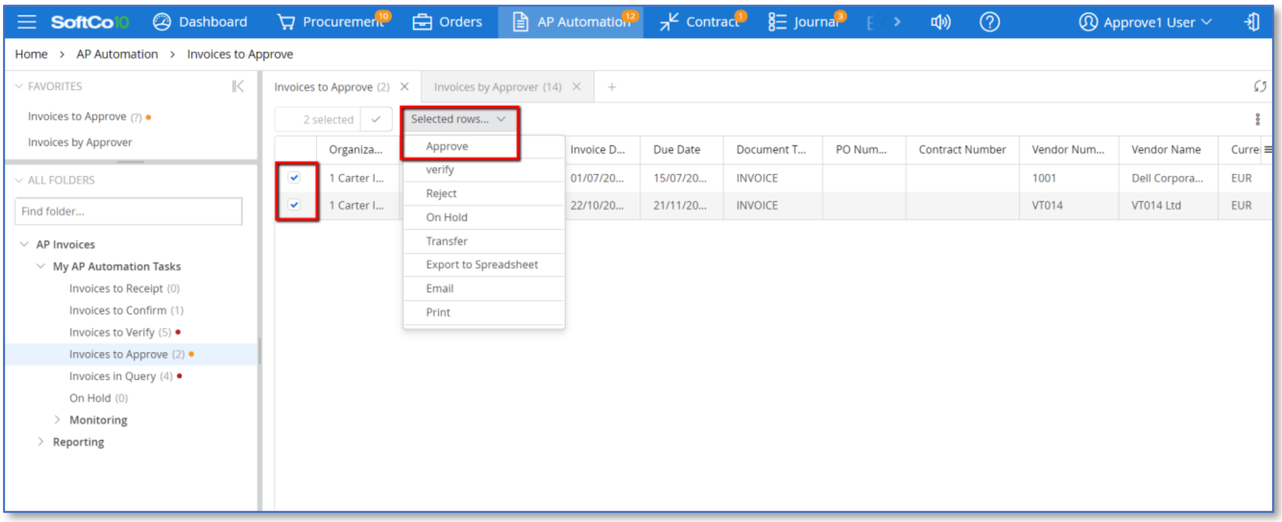
With  button you can add more fields into the search criteria. Reset  cleans the values and resets the search criteria with original default fields.

Keep open  leaves the search criteria open after the search is been performed. **X** on the right side of the field row removes the field.

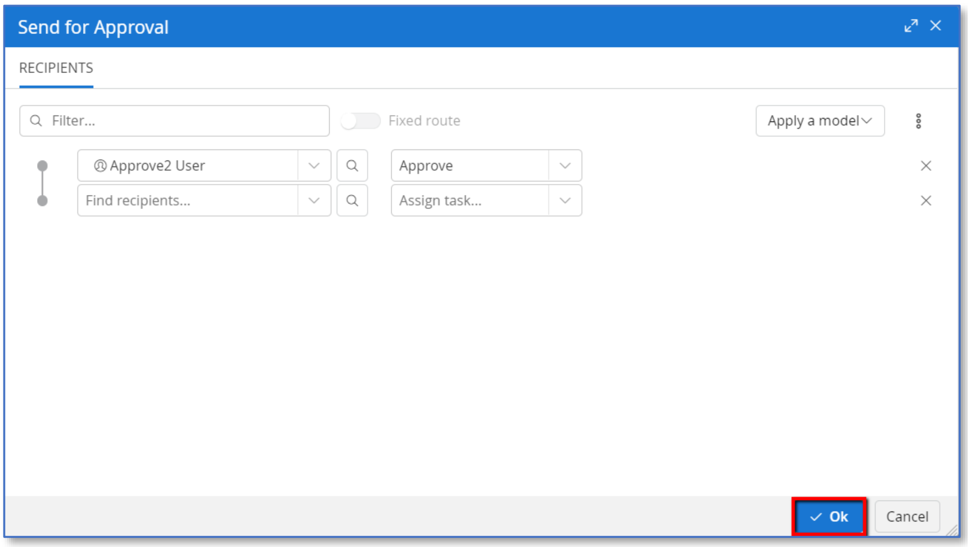
After the search you can also reopen and hide the search criteria by clicking the **Search** button.

3.2.1 Mass routing

Mass routing of the invoices can be done by selecting invoices in the result set and perform the activity from selected rows. Available activities depend on the configuration of the workflow. Also, single cases can be selected from the result set and it is processed with mass routing logic.

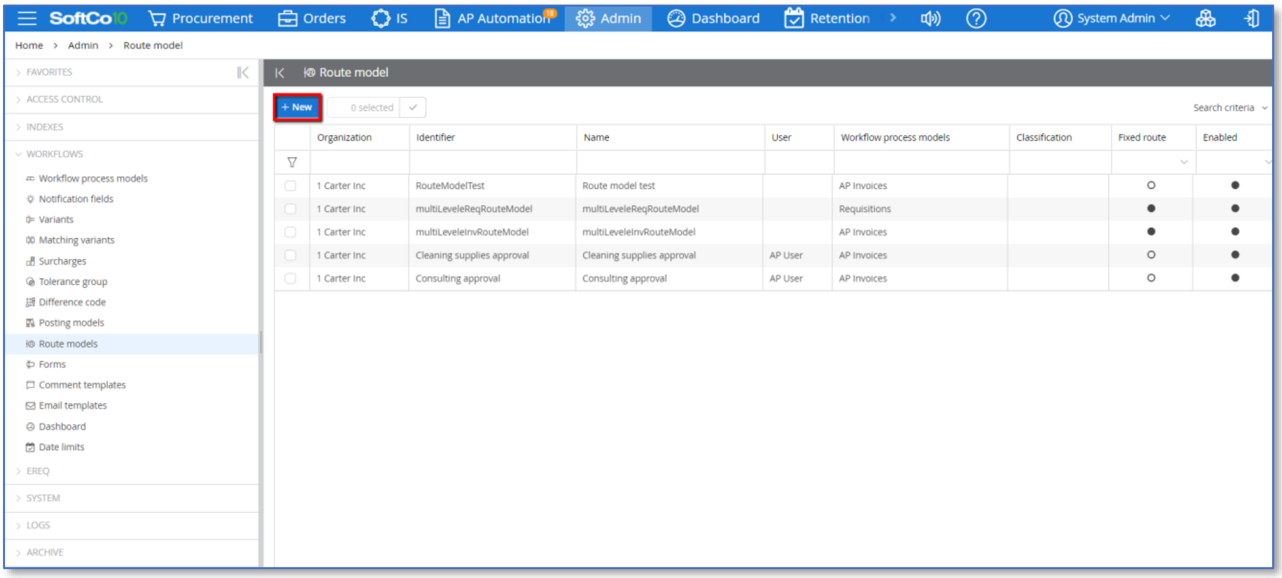


Recipients are selected in the routing. You can remove the user from the route by clicking the X-button at the end of the row. The task (human task) of the selected user appears automatically in task selection. If the selected user is having more than one human task (e.g. verify and approve) you can change the task from the drop down menu. Press **Ok** to route:

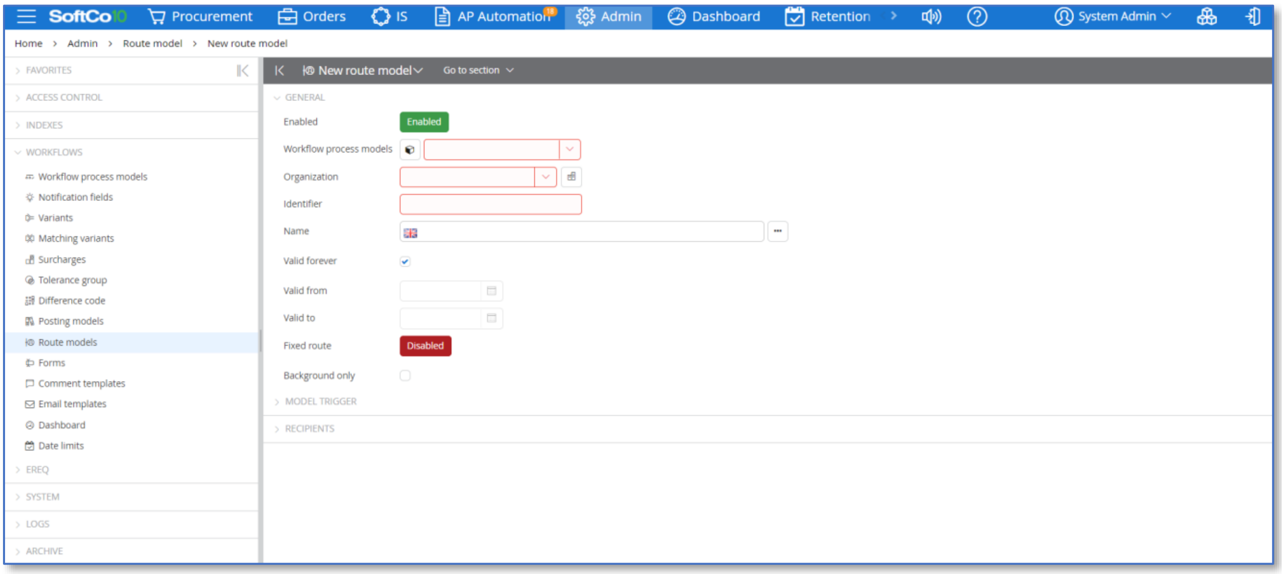


3.2.2 Create a new route model

Click **New** to add the new route model:



The new route model screen appears:



Enabled/Disabled
You can enable and disable the route model. If route model is disabled it cannot be used in routing.

Workflow process model
Select the WPM where this route model can be used. Drill down icon is shown only if you have query rights to the WPM in question.

Organization
Select the organization where this route model can be used.

Identifier
Route model identifier. This is mandatory and should always start with a lowercase letter.

Name
Route model name. Translation can be added with the button next to the field.

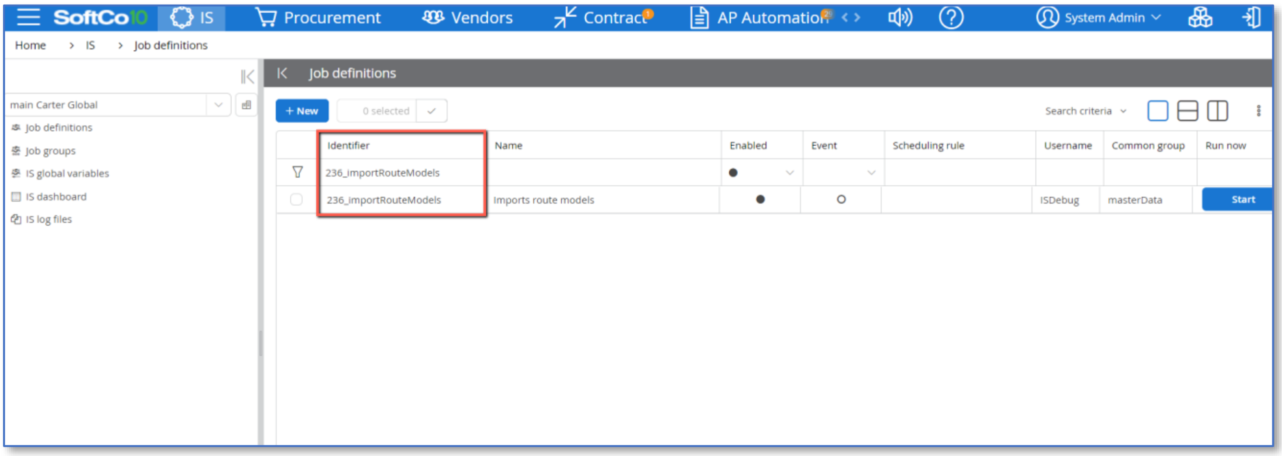
Valid forever
Route model is valid without restrictions.

Valid from/Valid to
Select validity time if this route model is going to be valid certain amount of time.

Fixed route
When route model has "fixed route" enabled, the route cannot be changed by users when this route model is used.

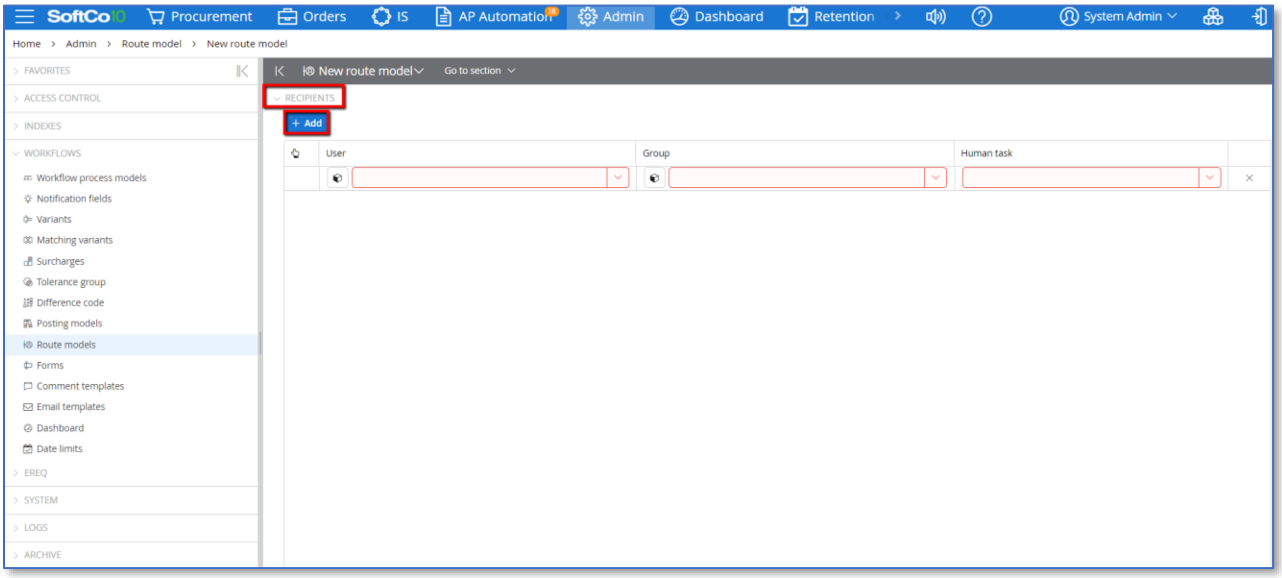
Background only
When route model has "background only" enabled, then this route model is not visible in route model selection of routing window. Route model, which is background only, is to be used in IS.

Route models can also be created by importing a structured XML or TXT file. The import is done via IS job **236_importRouteModels**:

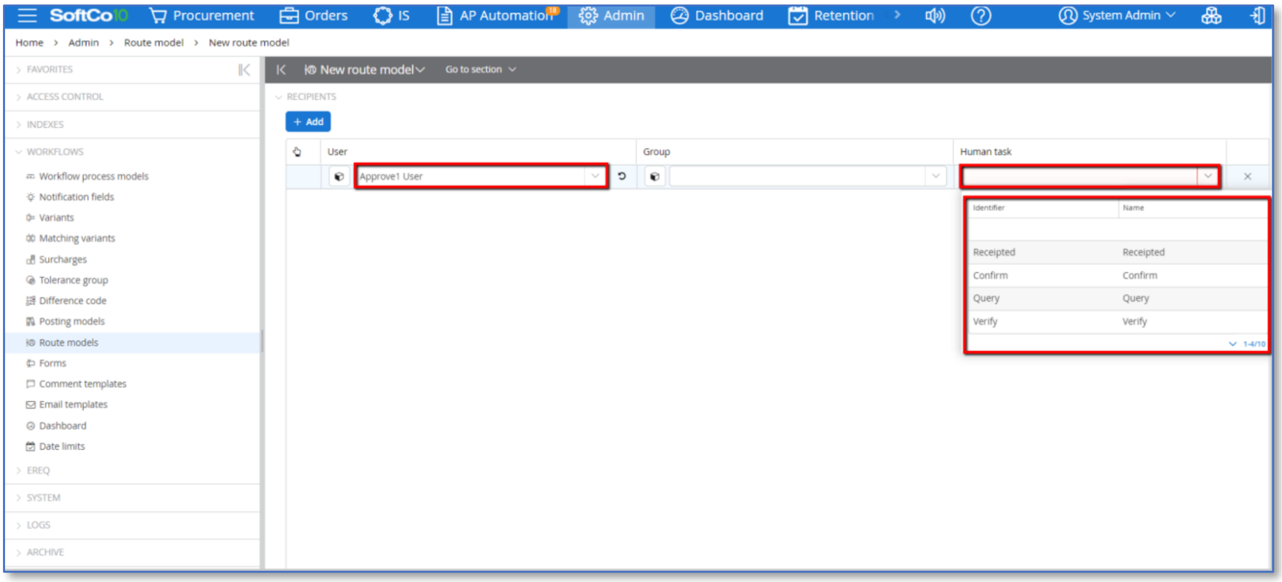


3.2.3 Route model recipients

Press **Add** button to add recipients for routing (route model):

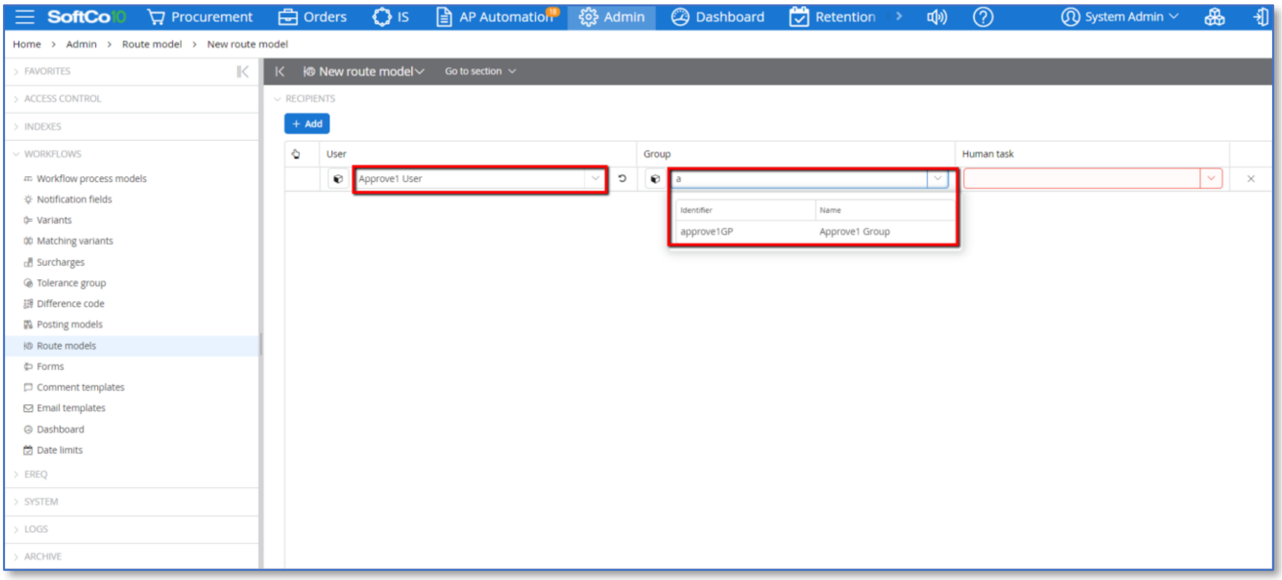


Select recipients with human task. A recipient who has rights for the same organization and has the rights to perform workflows human tasks can be selected:



If a user has approval rights, both verify (which is lower level task) and approve are available to be selected.

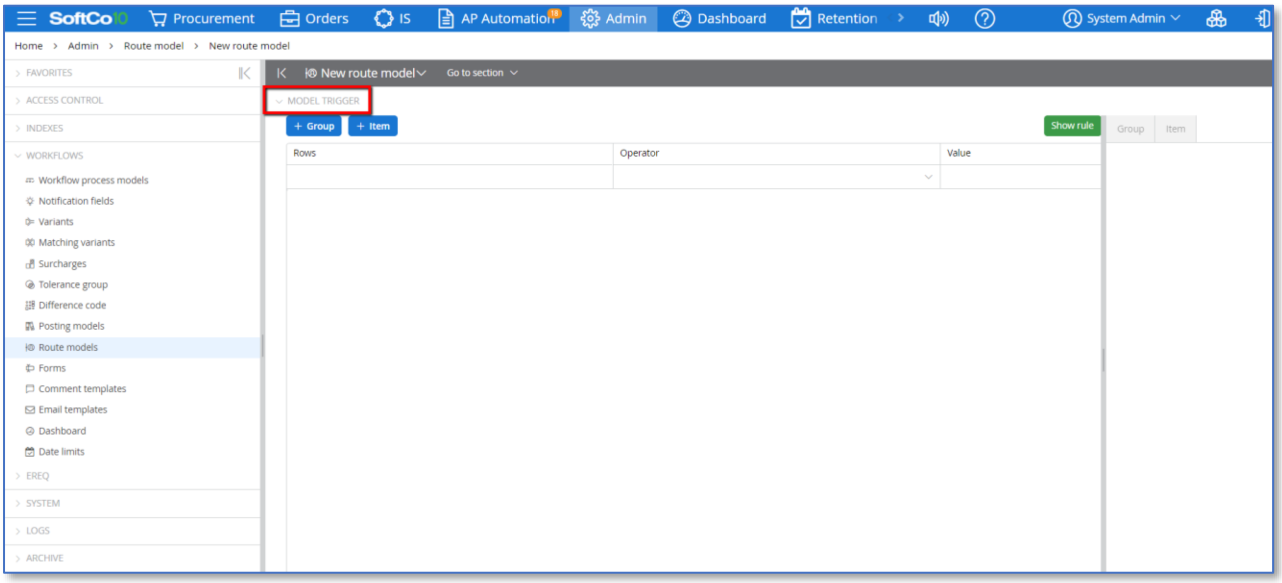
If there are routing groups defined in the system, recipients can be added by selecting the group:



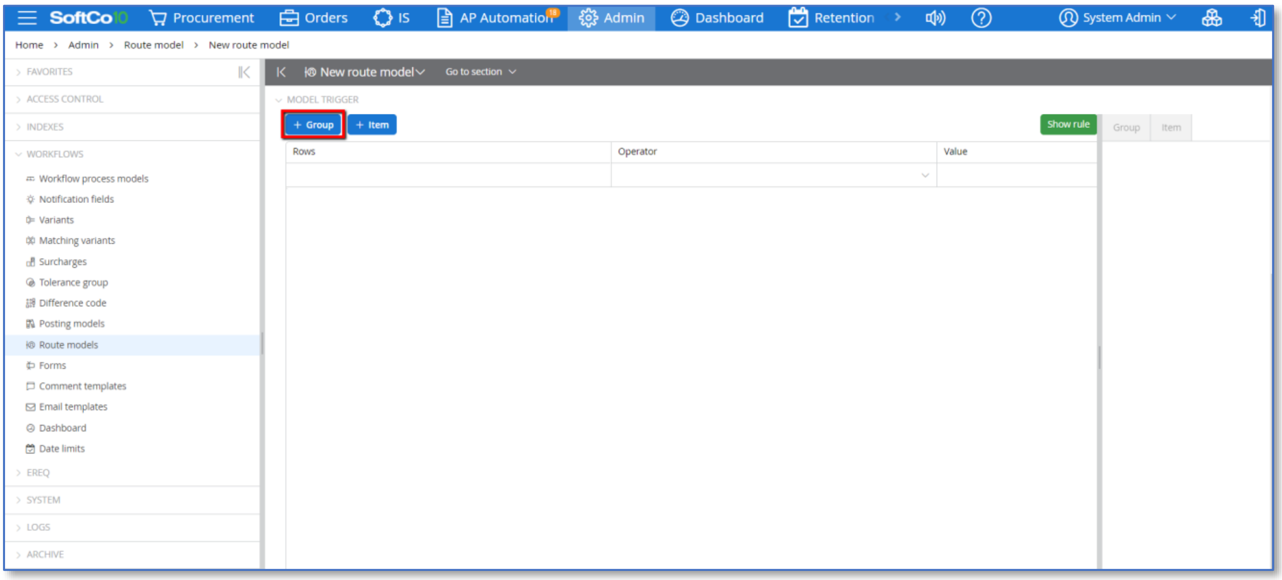
3.2.4 Route model trigger

It is possible to define a trigger (condition) for the route model, when the condition takes place, the route model is automatically triggered for the case routing. Route model trigger contains mostly the same functions as the rule condition.

In **Model Trigger** define the trigger if route model will be triggered under certain condition:

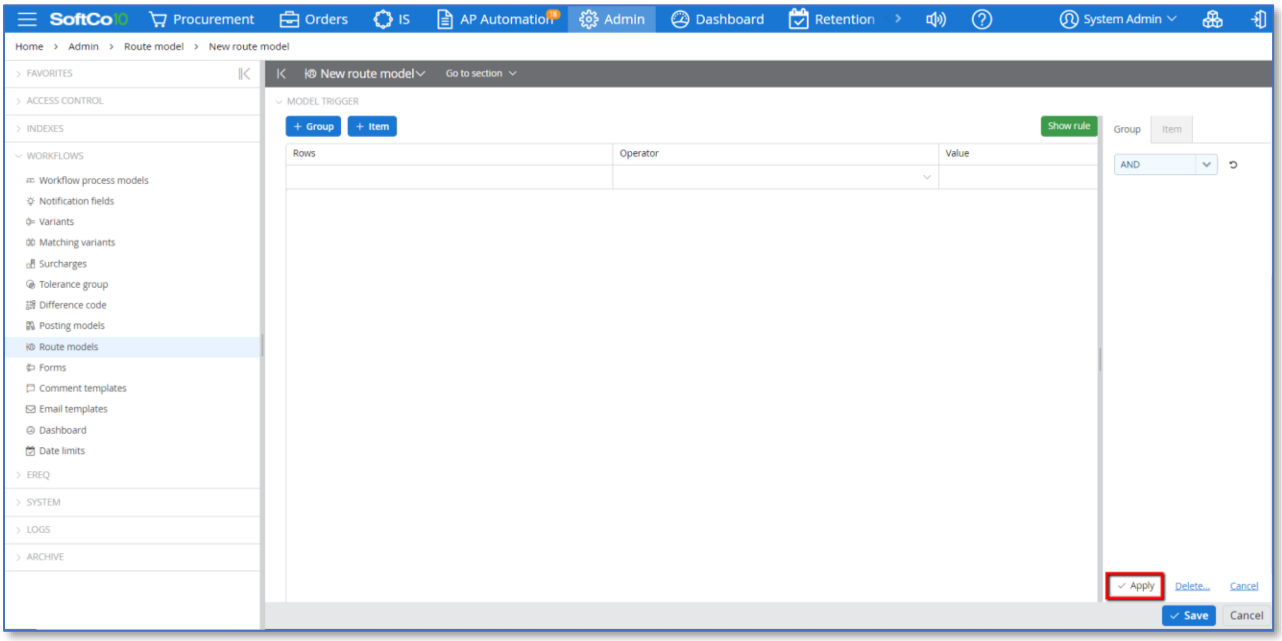


Press **Group** button to define AND or OR operation:

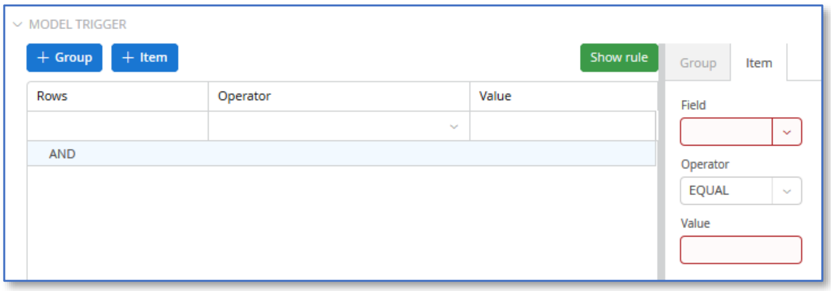


Any conditions included in an AND group must be met before the condition is triggered. In an OR group, only one of the conditions in the group must be met before the condition is triggered.

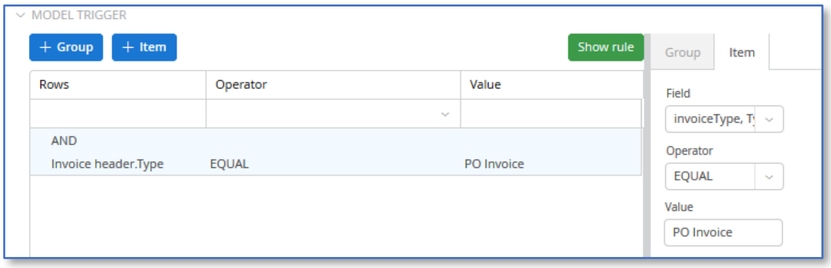
Then press **Apply** button to set the operator in the left side window:



Press **Item** tab to set the field for trigger:



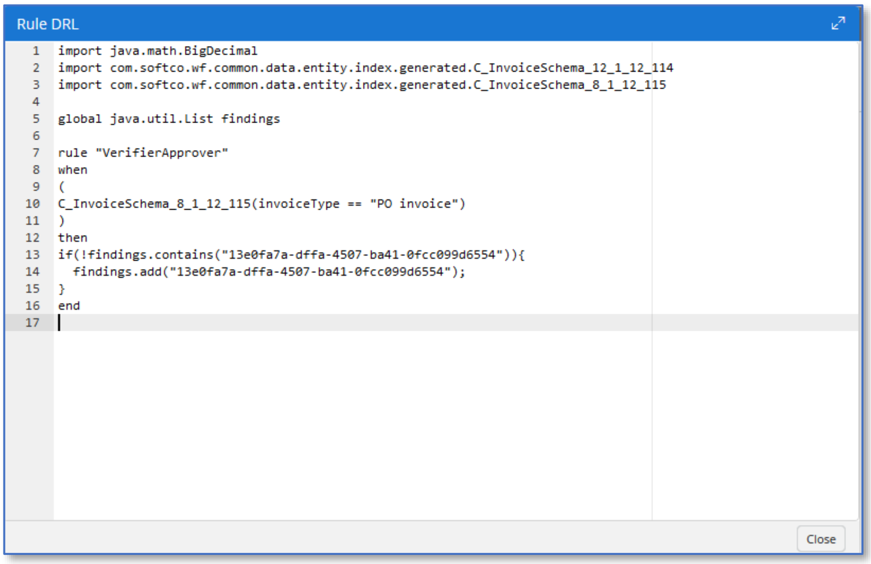
Select the field with operator and set the value, then press **Apply**, e.g.:



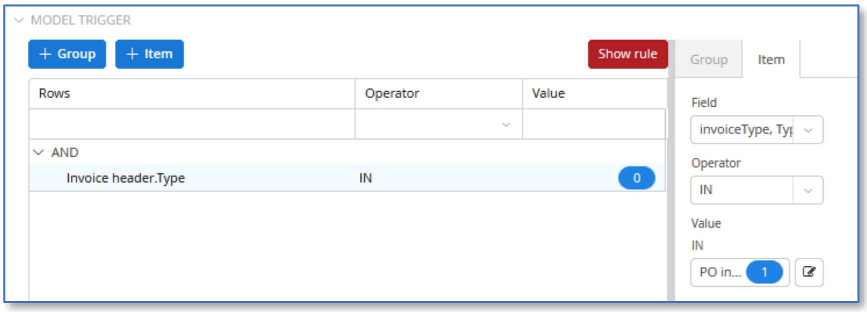
Save the route model with trigger. After saving, check that show rule button is **green**.

Red in Show rule button indicates there's an error in the rule.

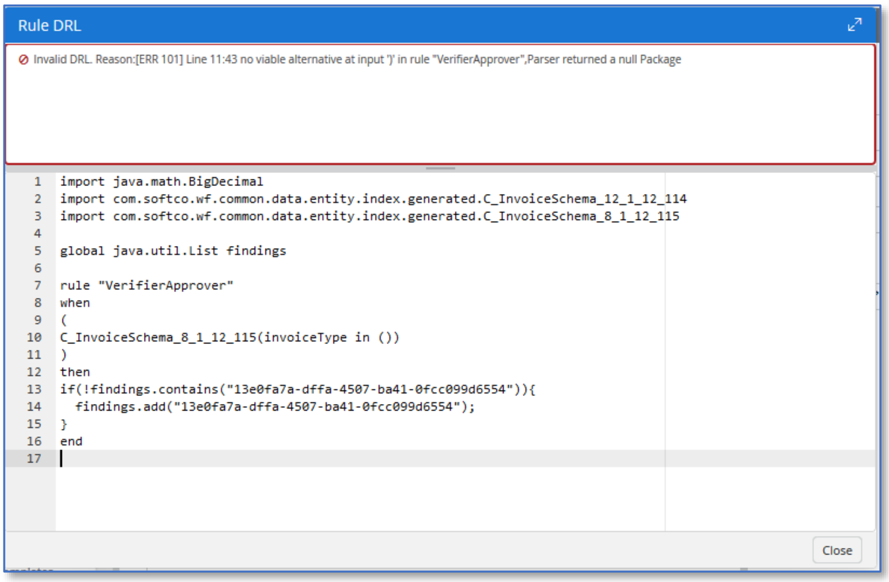
Show rule button opens the window where the rule is shown in DRL format (Drools Rule Language):



Example of invalid rule:

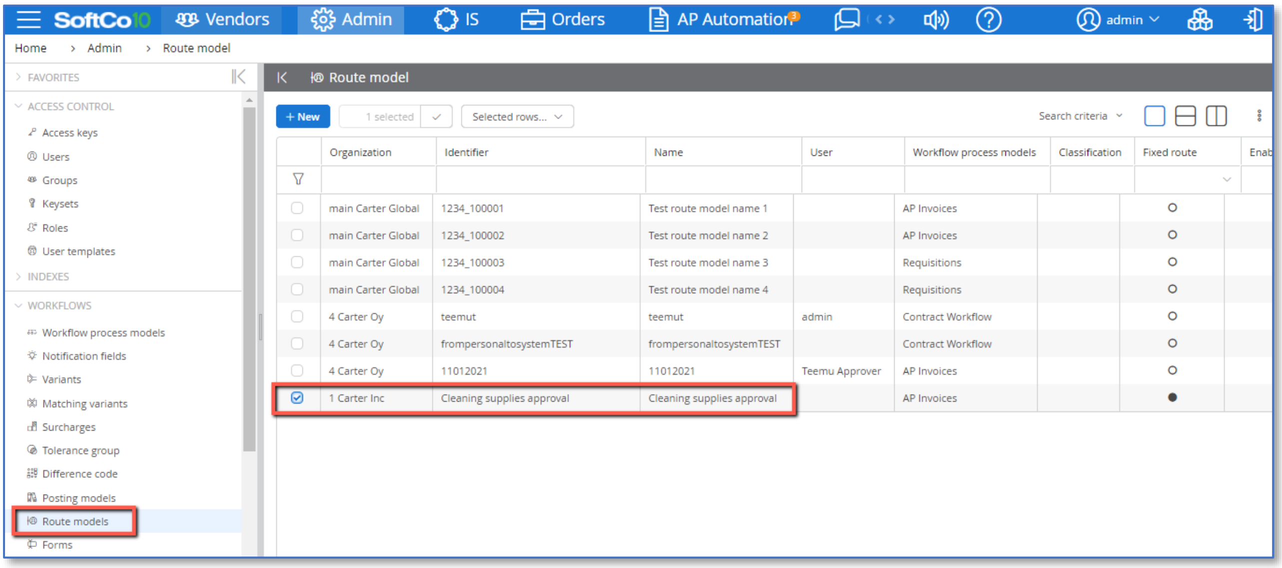


Show rule opens the invalid rule:

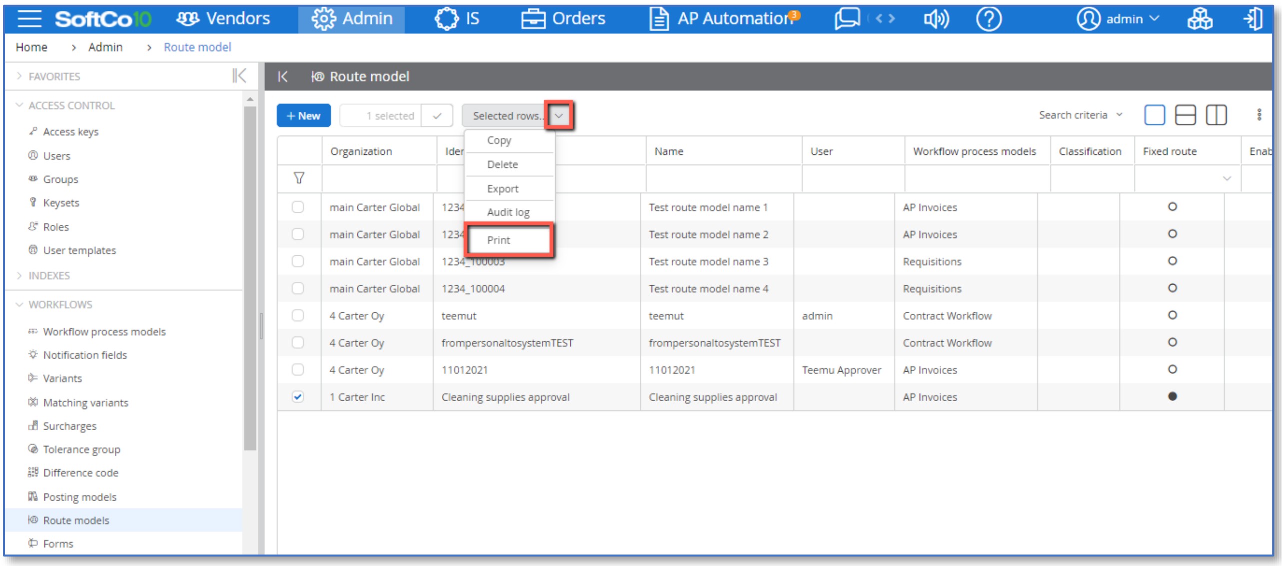


3.2.5 Print route models

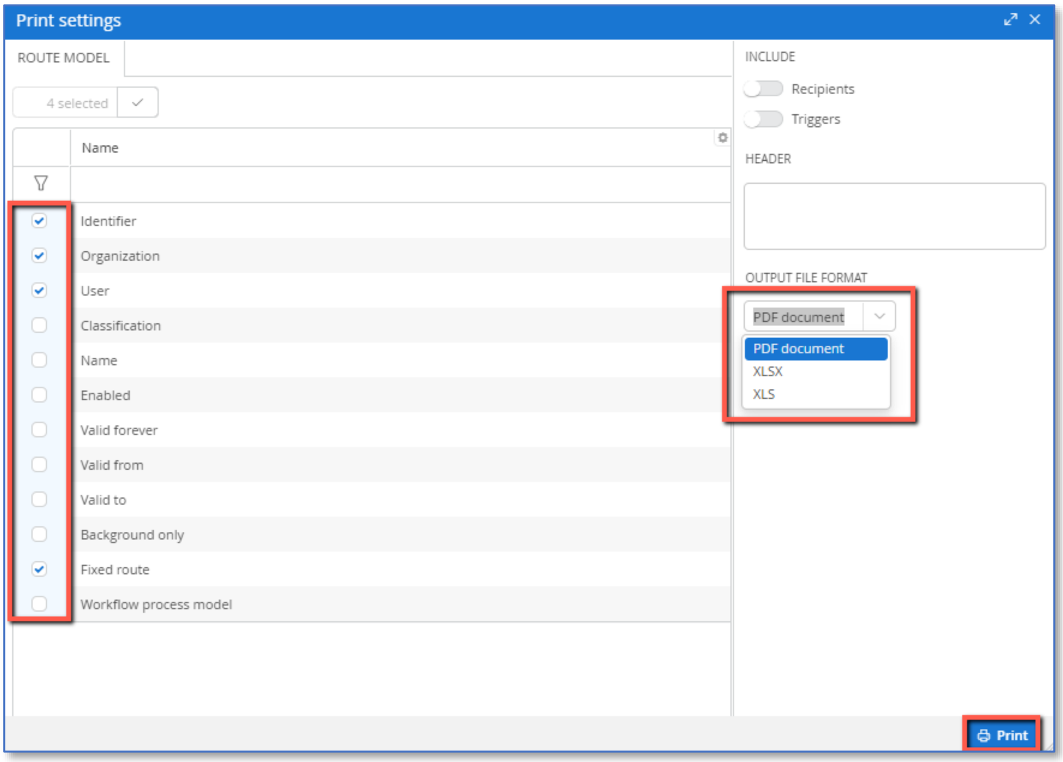
You can print route models from the system. In **Admin > Workflows > Route models** select the route model you want to print:



From the Selected rows drop down menu click **Print**:



Select the information you want and the output file format (either PDF or Excel) and click **Print**:

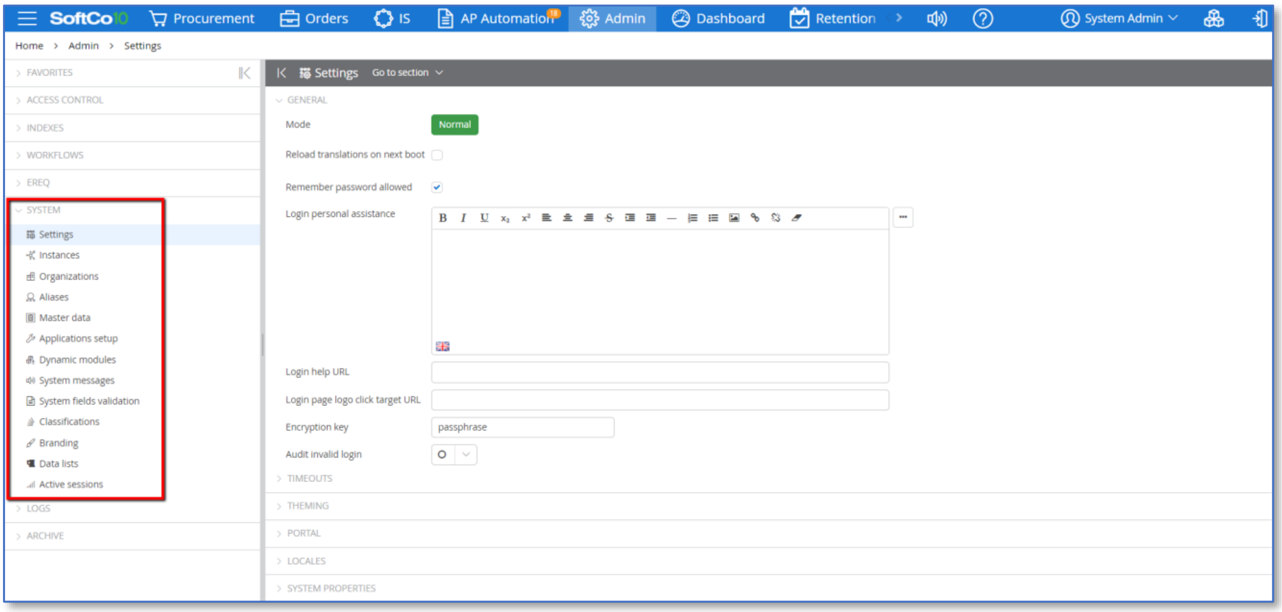


The file will then be generated. You can open the file or save it to your computer, as required.

4 System

The section contains the environment, instance and organization specific settings, the master data and other system related configurations.

The System section includes the following configuration elements:



Only the **Master data** and **System messages** are configurable items for super users. Any other configuration changes are made by your SoftCo system administrator/consultant.

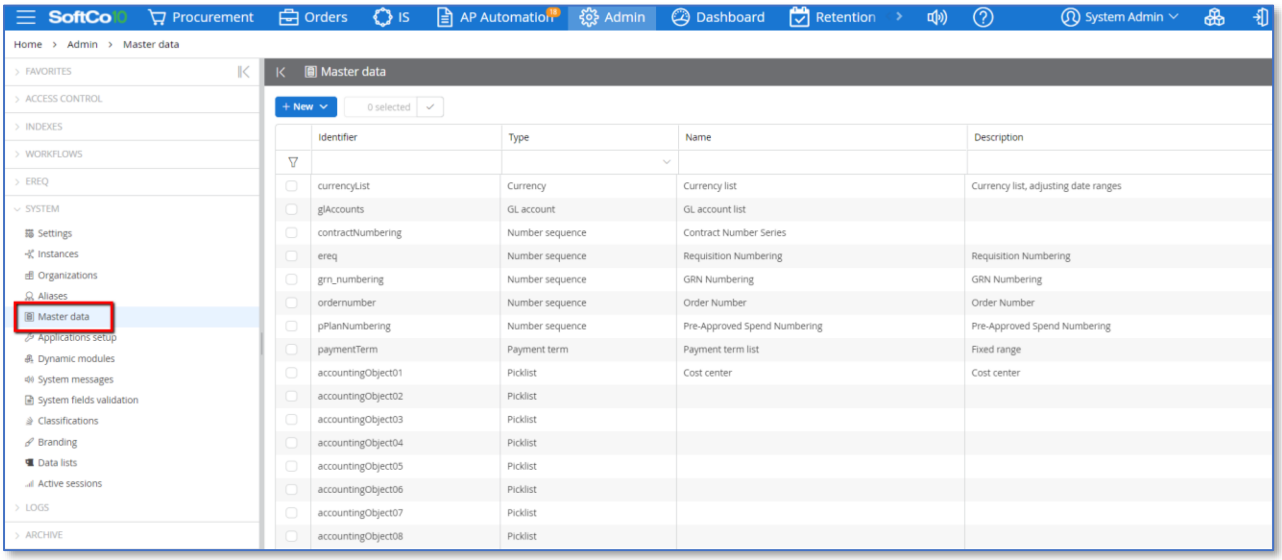
4.1 Master data

Master data is the generic term used to refer to all business related data used in the system. This includes data elements such as, general ledger accounts or vendor lists. The lists are instance specific, and all data elements are associated to a particular organization. Any data elements associated to the parent organization are visible to all its corresponding sub-organizations.

Those master data list types which are based on the system schema, allows the possibility to add manually new fields in the schema based on the customer needs.

Master data elements are imported via IS jobs from a predefined format. After the initial setup, the maintenance can be automated so that the master data lists are loaded nightly. Alternatively, if you are setup as a super user, you can maintain these lists manually.

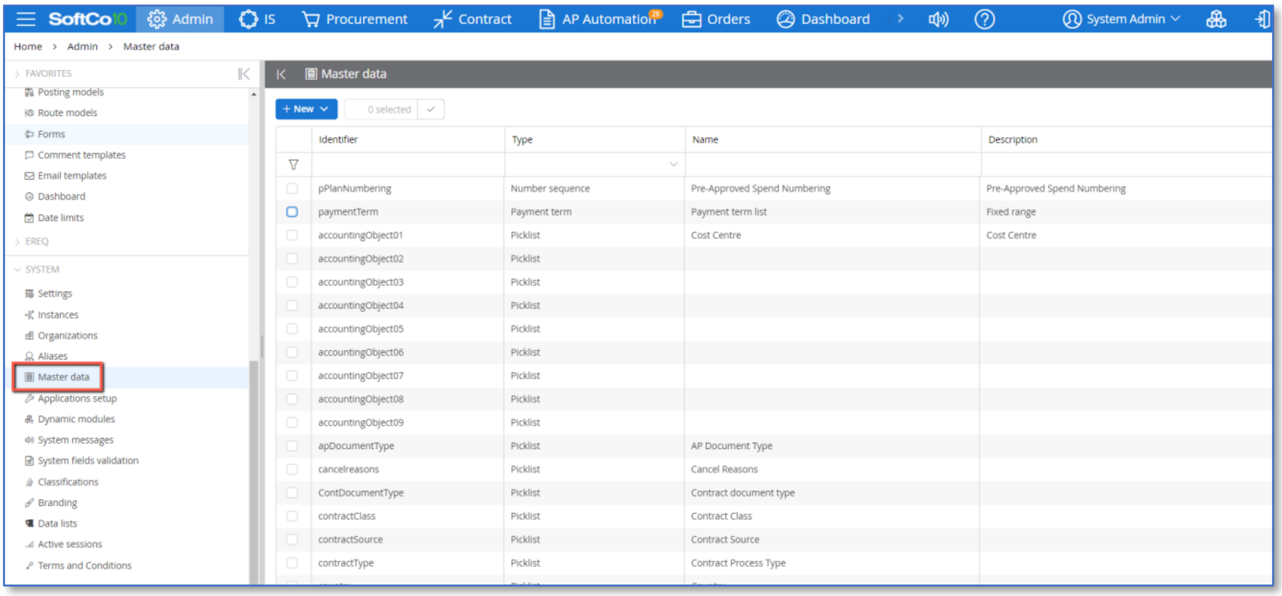
You can access the Master data section in **Admin -> System -> Master data**:



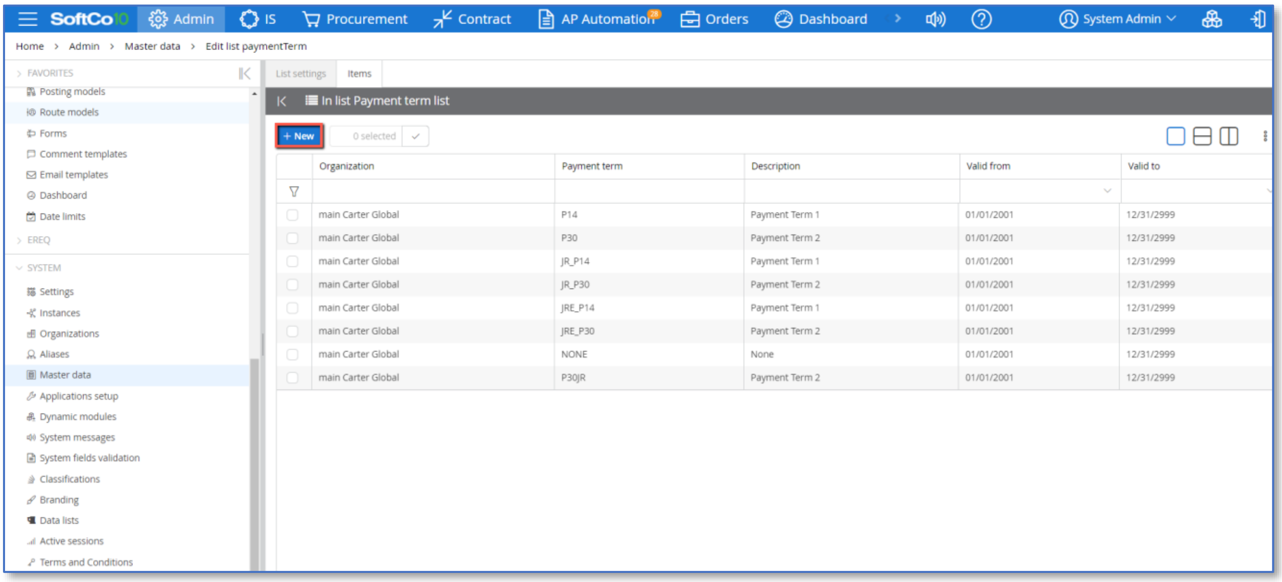
Super users can manually add or import a master data item. Any other changes are made by your SoftCo system administrator/consultant.

4.1.1 Manually add master data

You can manually add an item to the master data. Go to **Admin -> System -> Master Data** and select the master data type you want to add an item to:



Click **New**:



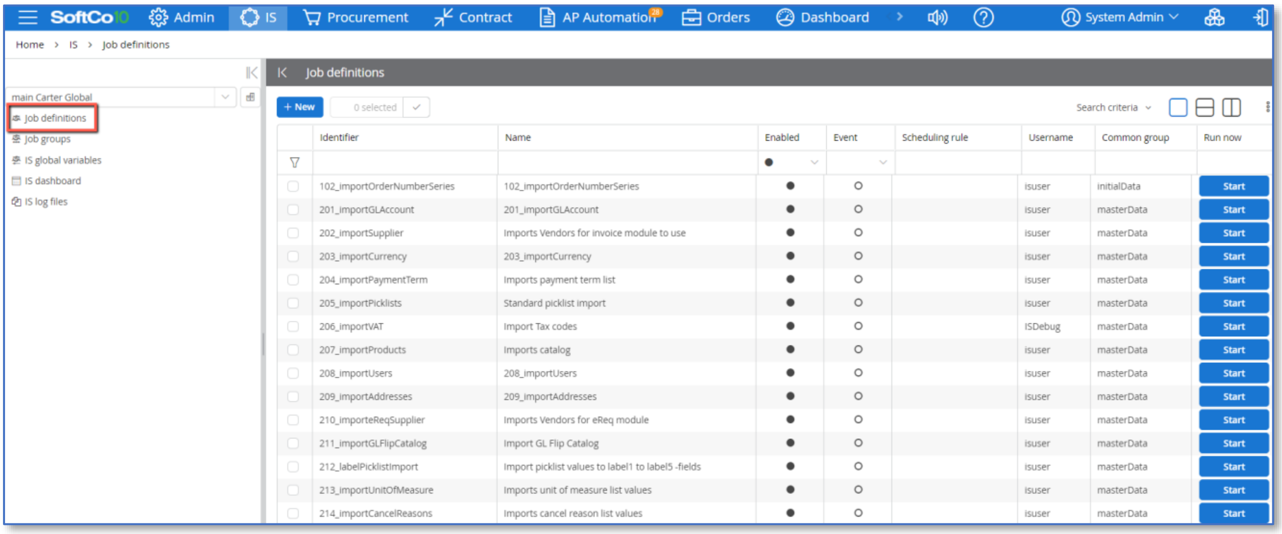
Depending on which master data type you have selected there will be different fields to populate.

Complete fields and click **Save**.

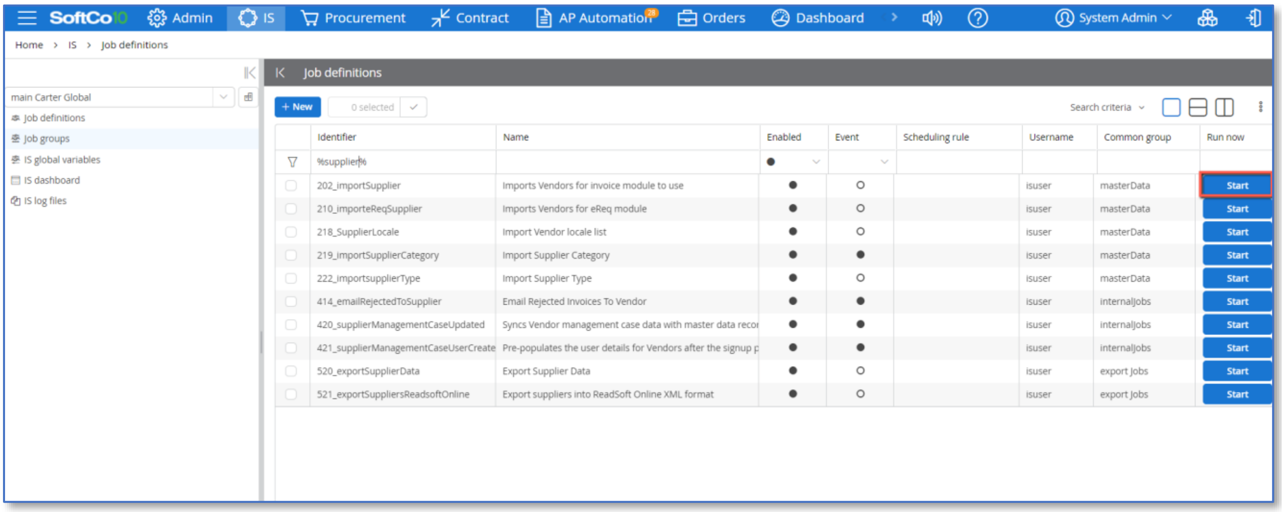
4.1.2 Import master data

You can import a file to the master data. Save the file you want to import to the designated server location provided to you by your SoftCo system administrator/consultant.

Go to **IS -> Job definitions**:



Find the job based on the master data type that you are importing. In this example, the jobs are filtered by the supplier/vendor import job. Click **Start**:

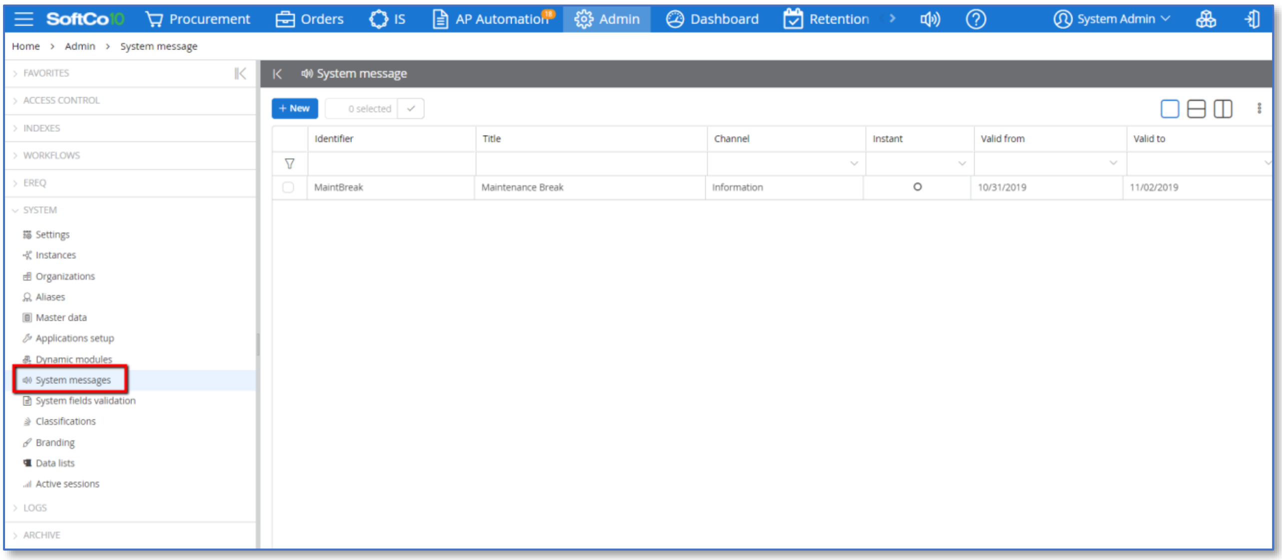


Once the job has completed, the master data item will be updated.

4.2 System messages

System messages provide information to users. There may be a need to send instant messages in urgent matters or informative messages for a specific period of time. Instant messages are visible to users immediately without having to open the Broadcast menu. For messages that are sent without the Instant checkbox selected, users must open the Broadcast menu to read any messages.

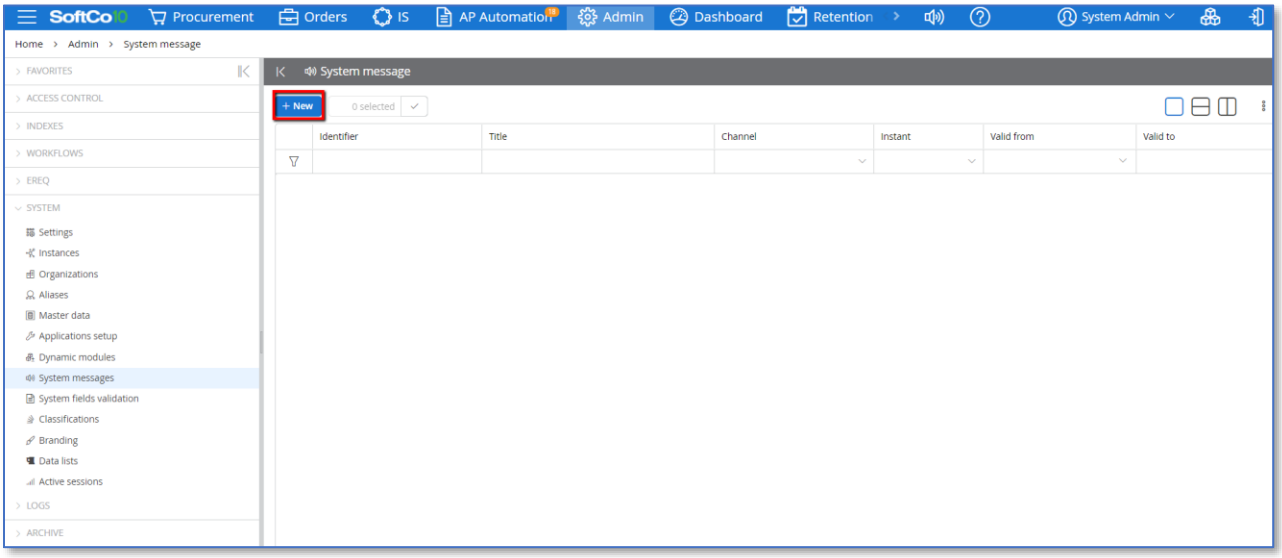
You can access System messages in **Admin -> System**. System messages are instance specific and listed in the result set.



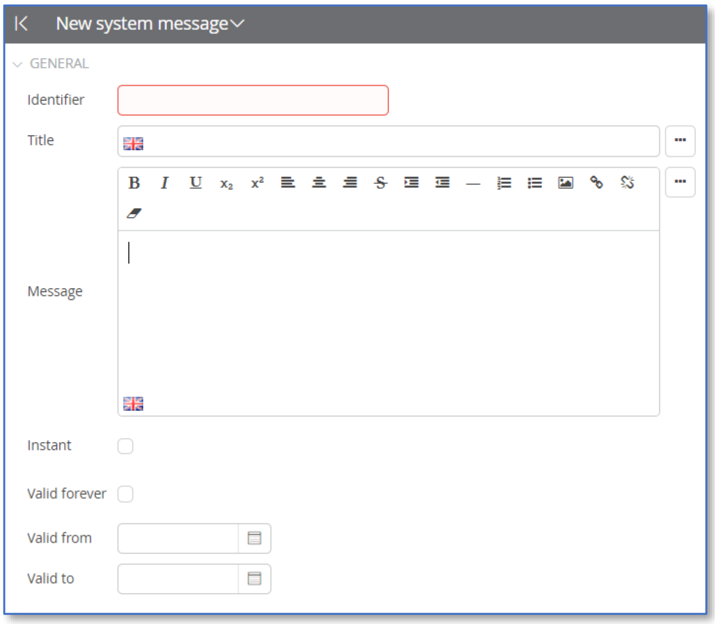
A black circle icon in the Instant column indicates that the message is marked as an instant message. A white circle icon indicates that the message is not instant.

4.2.1 Create new system message

To add a new message, click **New**:



The New system message view opens:



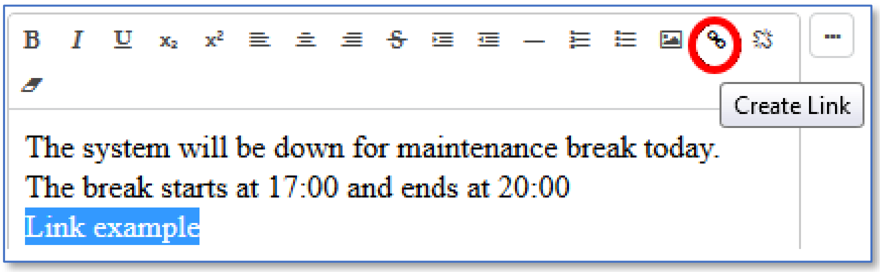
Identifier
System message identifier. This is a mandatory field.

Title
Enter the title for the message. Translation can be added using the ellipses button beside the field.

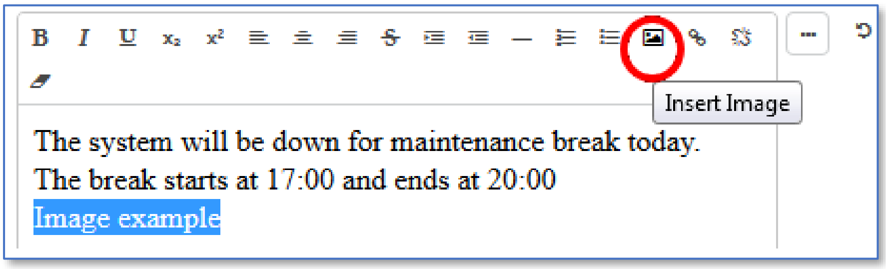
Message
Write the message in the language supported rich text editor view. The content is rich text format, it allows you to format text (bold, cursive, underline) as well as add hyperlinks and images to the field if necessary.

All of the icons on top of the field contain a tooltip describing the icon's functionality.

- Adding a hyperlink
  1. Add the text in the message field.
  2. Select the part of the text where you want to add the hyperlink.
  3. Click the **Create Link** icon:



- Adding an image
  1. Add the text in the message field.
  2. Select the part of the text where you want to add the image.
  3. Click the **Insert Image** icon and add the URL for the image:

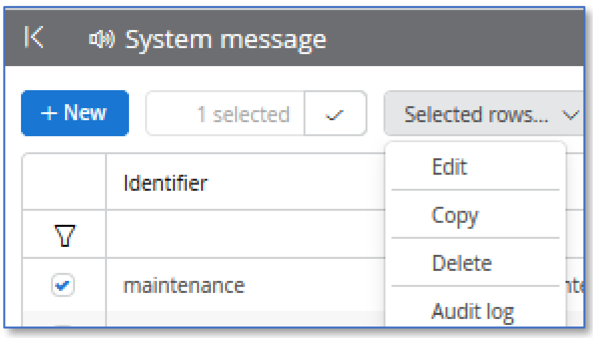


Instant
If the Instant checkbox is selected, the system message appears in the main view when user logs in. Otherwise, it is located in the Broadcast view only.

Valid forever
If this checkbox is selected, the message is shown without any validity restriction. If this checkbox is not selected, the Valid from and Valid to fields must be set.

Valid from/Valid to
If the Valid forever checkbox is not selected, these fields must be set. If this checkbox is selected, these fields are not activated.

You can Edit, Copy or Delete system messages from the Selected rows drop down menu:



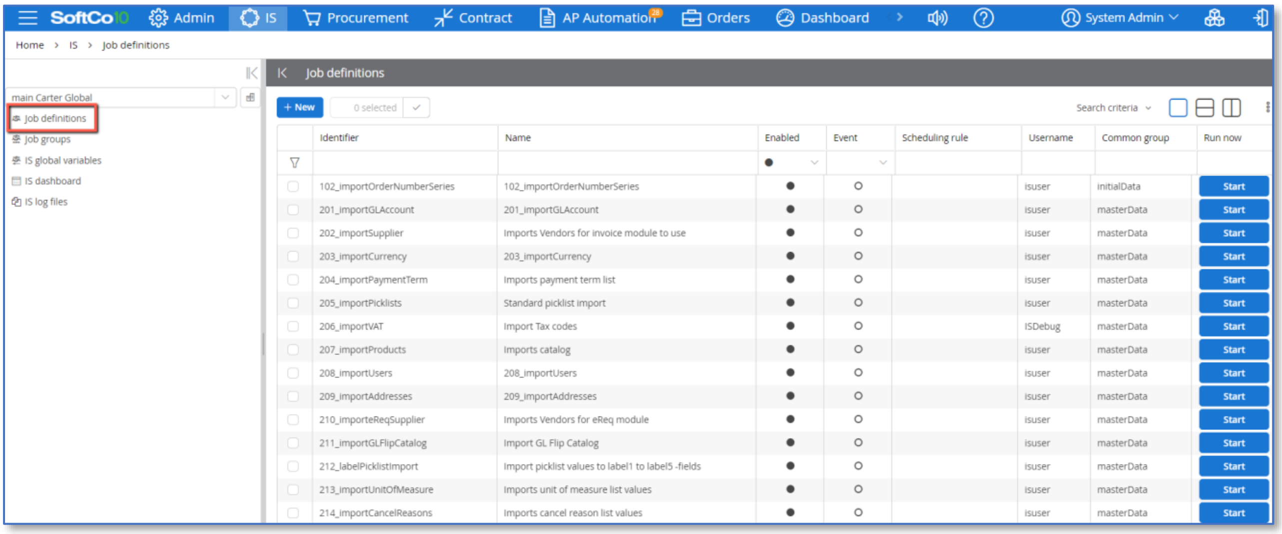
5 IS Definitions

The IS module contains a list of all the IS jobs and definitions. The number and description of jobs will be dependent on your organization's requirements.

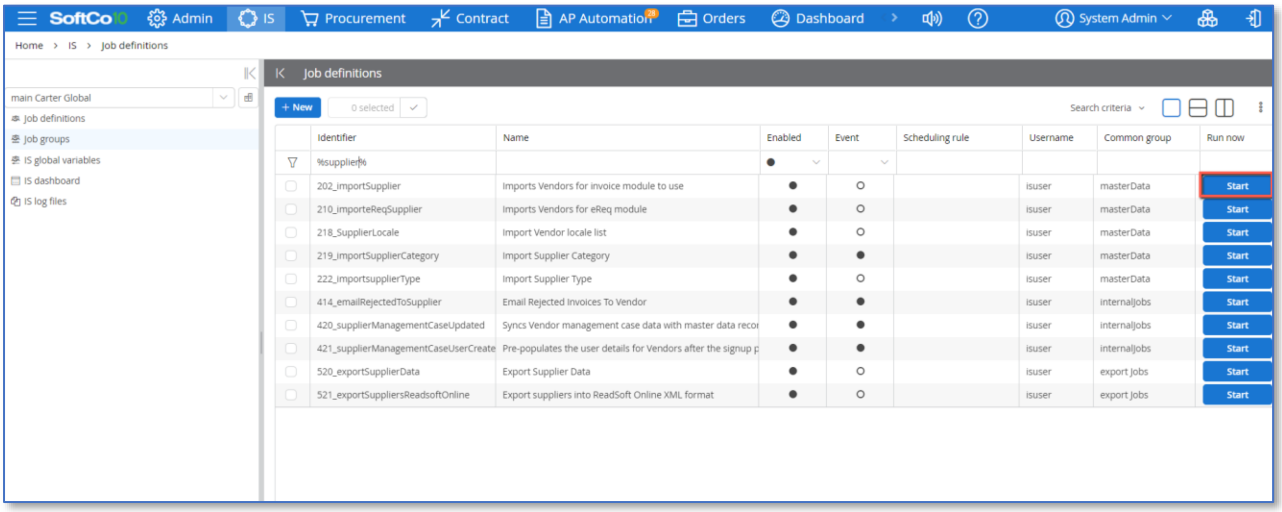
Certain IS jobs will run on a scheduled basis, which will be agreed in advanced with your SoftCo system administrator/consultant. You have the ability to search and run jobs manually, as needed.

Not all administrators will have access to the IS module. This is dependent on your access level and is determined by your organization.

Go to **IS -> Job definitions**:



Filter the jobs based on the identifier or name you are looking for. In this example, the jobs are filtered by %supplier% for the supplier/vendor master data import job. Click **Start**:

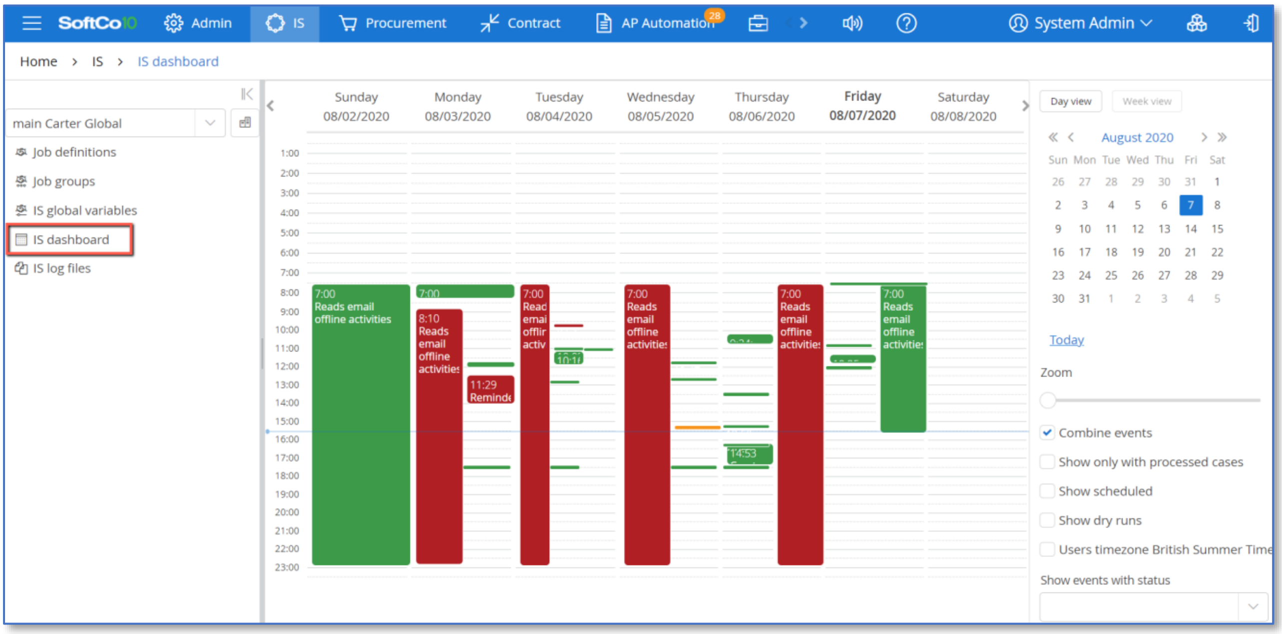


After clicking Start, the job will then run.

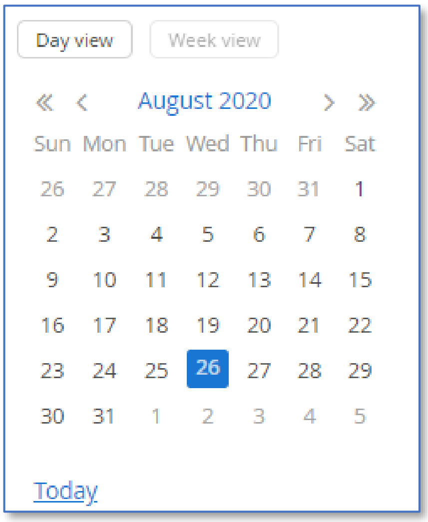
6 IS Dashboard

Executed job results and scheduled jobs can be checked from the IS Dashboard. The job may be manually started, scheduled to be run automatically, or executed by some activity or external event.
IS Dashboard opens in calendar week view and user can change the view also at the day view.

The jobs are indicated with different colors based on their state: executed (green), failed (red), and scheduled in future (blue), skipped or executed with acceptable errors (yellow). If the job run has not ended (the run is ongoing) it is green until the job run ends, after which the color is updated based on the result.



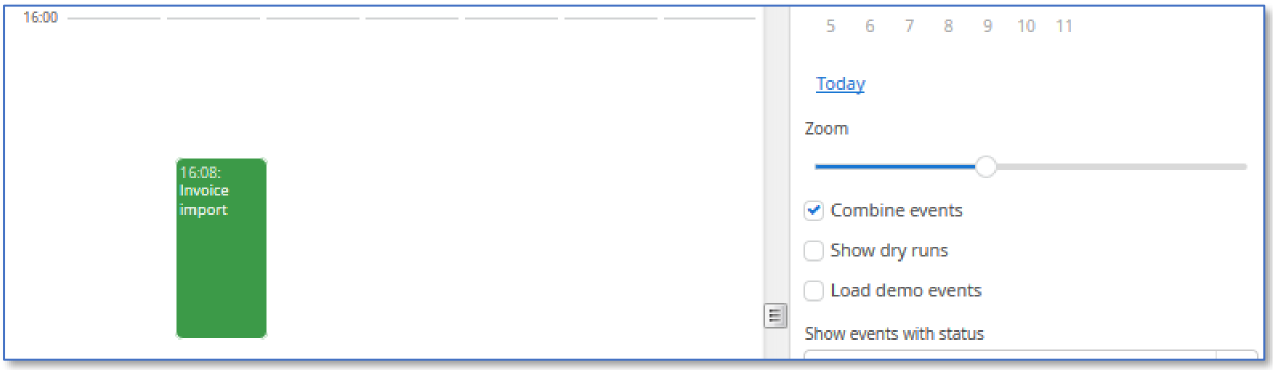
Day view/Week view
You can change the view to the day view. You can also click the **Today** link which opens the current day in the calendar:



SoftCo

Zoom

You can zoom the calendar view by dragging the zoom button towards right, events appear larger.



Users timezone GMT+02:00

IS dashboard shows timestamps at servers timezone. User can switch view to show timestamps at users timezone. This selection does not change job log viewers timestamps.

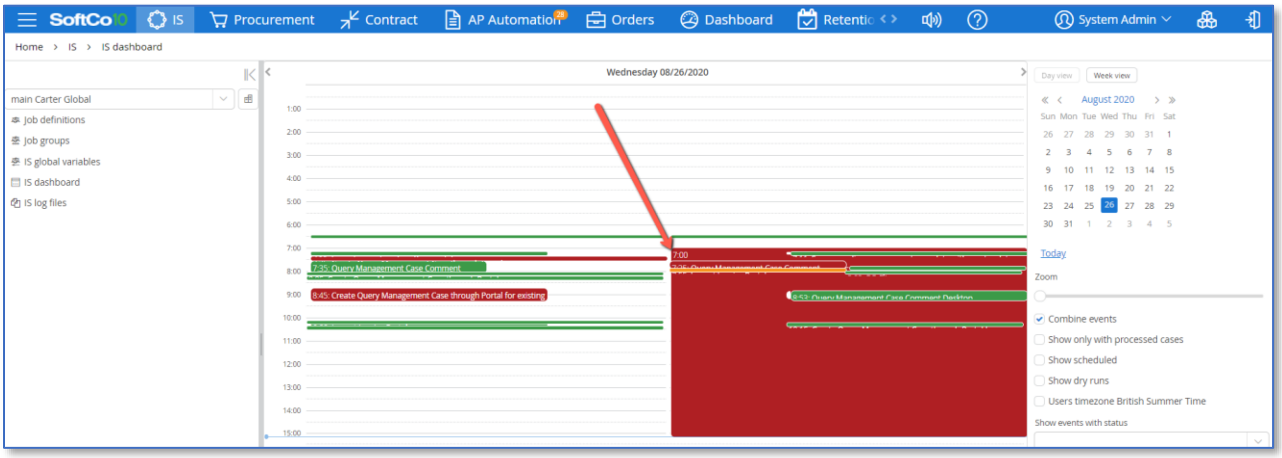
Show events with status

Shown events can be filtered using filter selection options in the dropdown selector. Possible options are:

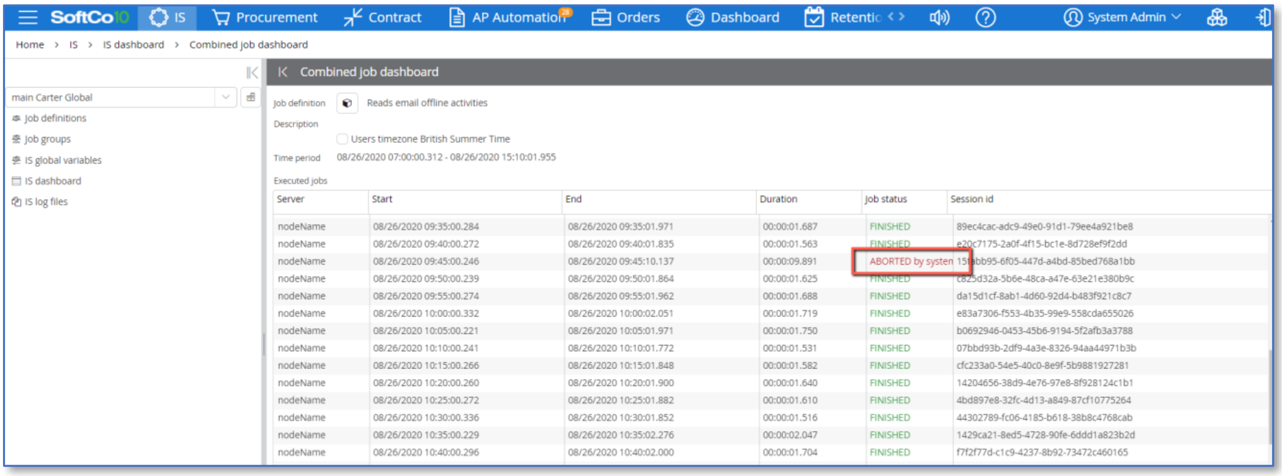
- Successfully finished (green) -> successfully executed jobs.
- Finished with acceptable errors (yellow) -> job run is been executed but it contained acceptable errors.
- Failed (red) -> job run is been failed and interrupted because of the failure.
- Running (green) -> job is been started and job run is ongoing.
- Aborted (red) -> recipe creation is been failed (recipe is created at the beginning of job run) and job run couldn't start
- Canceled (red) -> jobs which have been canceled by user.
- Skipped (yellow) -> some parts of the job step items in import have been skipped (e.g. didn't pass the validation) or whole step is been skipped if there is been other step running at the same time inside the same job (=multiple runs are not allowed).

In addition the job runs which have been scheduled for future are shown with blue in the calendar view.

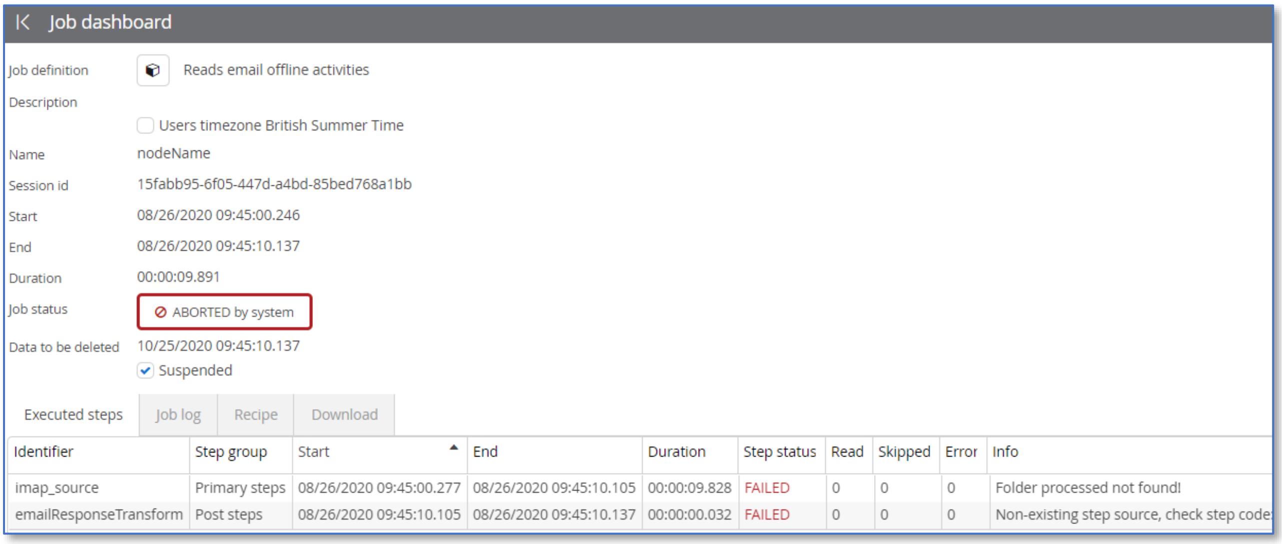
If the same job is run several times and a minimum of 1 job fails, then the whole block will show in red. You will need to click on the red block. This will give you details of which job run has actually failed:



After clicking on the red block, you will see the list of jobs. Jobs which have failed will show in **red**:



The job log starts from the bottom up, so the last entry is at the top. Click on the failed job and you will see further details:

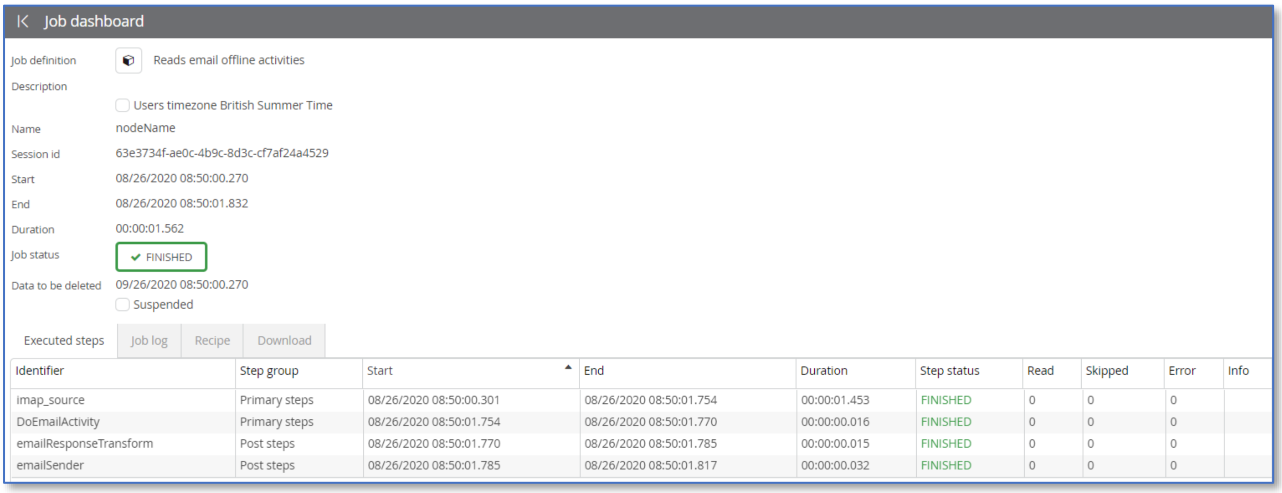


The four tab options: executed steps, job log, recipe and download are explain their individual sections below.

6.1 Job dashboard

Job dashboard view can be **combined** (several job runs have been merged together and can be opened from calendar view) or **not combined** (one job run is shown separately and can be opened from the calendar view). From the dashboard you can check the executed steps, the job log and the recipe which is been created for the job and download them (log file and recipe file) in your file system.

Click the executed job to open **Job dashboard**. If job is opened from the calendar as single event (not combined), the Job dashboard opens. Job dashboard shows all the executed steps that one job contains:



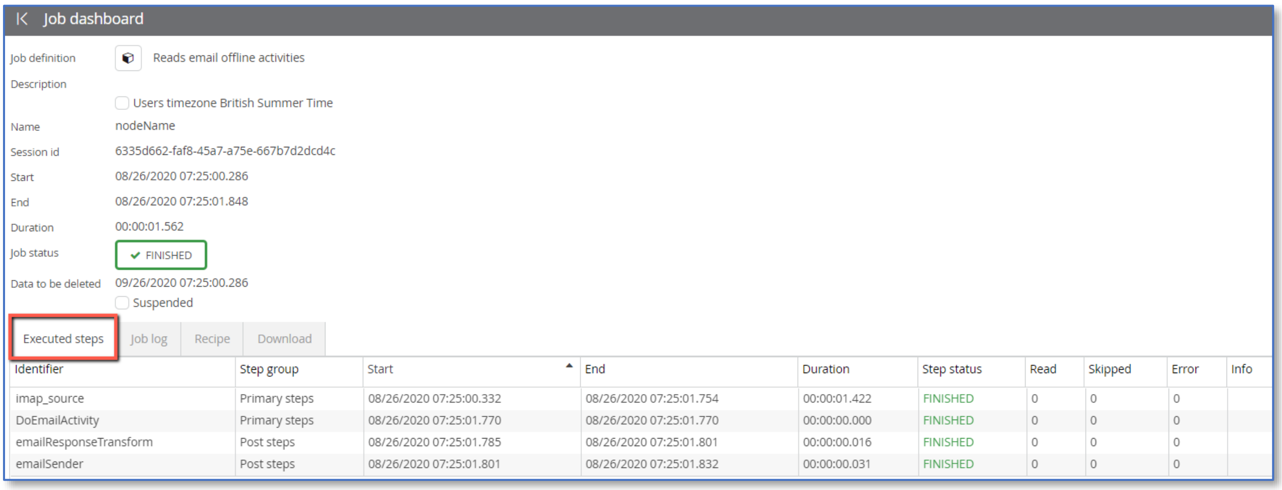
If you have job definition query rights, you can drill down to the job definition by clicking the job definition icon.

Combined job dashboard
When combined events checkbox has been marked in calendar view, the combined job dashboard opens if more than one job has run. The combined job dashboard shows the executed jobs and their status.

You can drill down to the job definition by clicking the icon in Job definition field.

6.1.1 Executed steps

All the steps which have been executed inside this job are listed in **Executed Steps** tab.



In executed steps fields you can see:

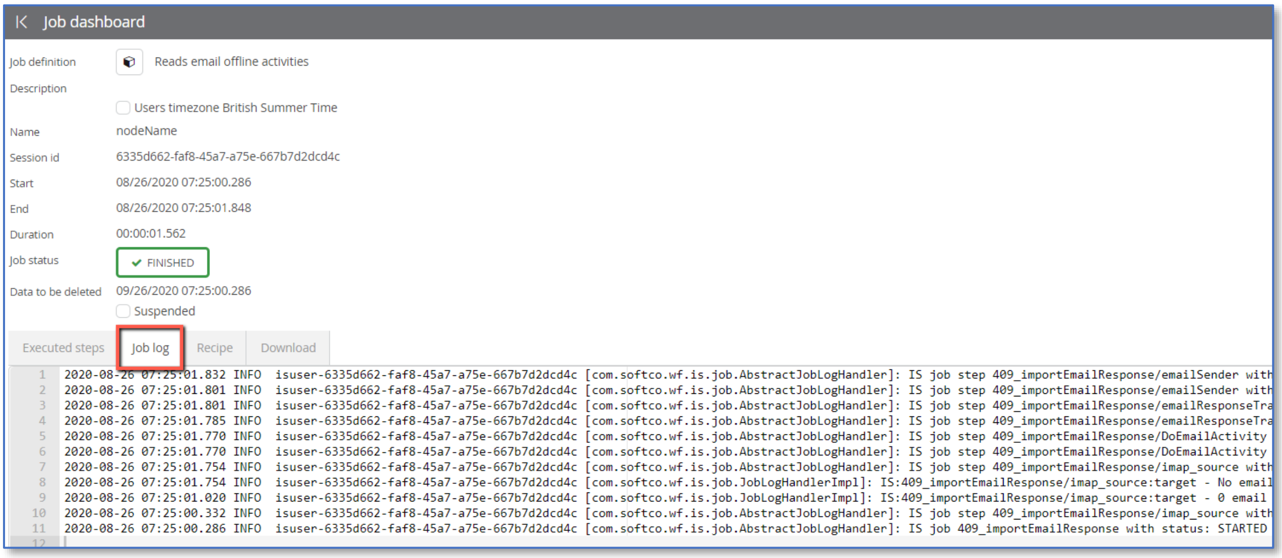
- Identifier of the step
- Step group
- Start time
- End time
- Duration of the step run
- Step status
- Read (how many items have been read in the import)
- Skipped (shows the number of skipped items e.g. if some item in master data has immutable setting on it cannot be updated by IS)
- Error (shows the number of items which have an error)
- Info (ff the step fails, this will show the reason for failure)

If the job is in started status, this means the job run is still ongoing and the job log and recipe tabs will not show until the job has run.

6.1.2 Job log

Job log tab shows the log of executed jobs (this requires that IS has been configured on in Admin/Log configurations). The log shows by default the info level rows, more detailed debug level rows are shown if debug level is been activated in log configurations in the Admin side (debug level is recommended to use only in unresolved error situations).

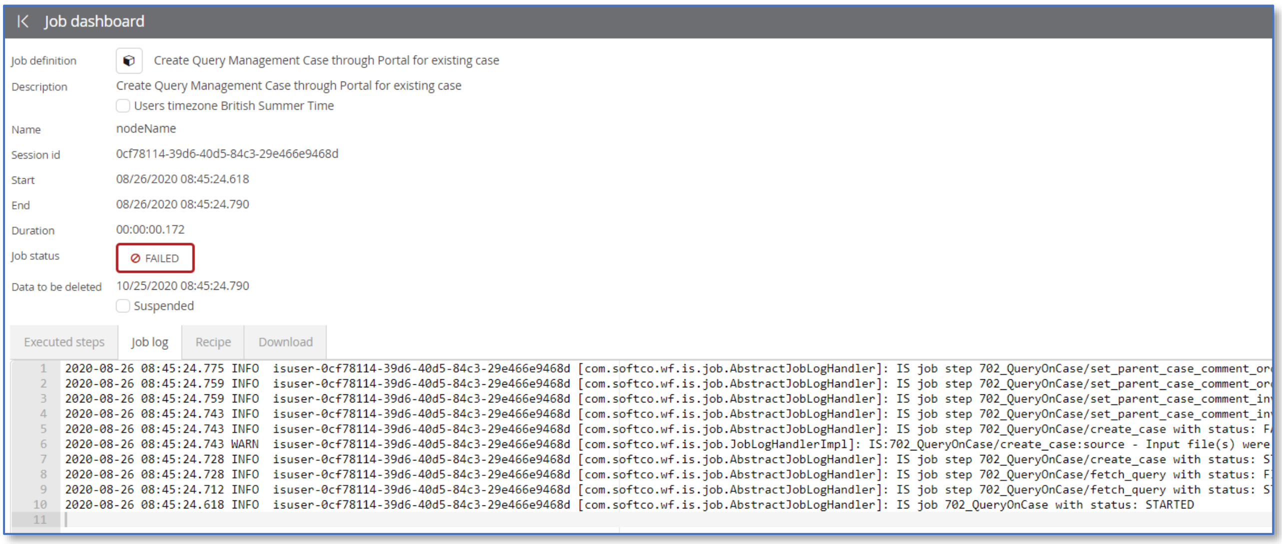
The latest log events are shown on the top **Job log** tab:



If the job log file is too big (more than 500KB) it is not fully shown in Job log view. There will be a notification at the end of the log to download the file:

**** Content is too long, download the log file instead! ****

Example of the **failed** job run:

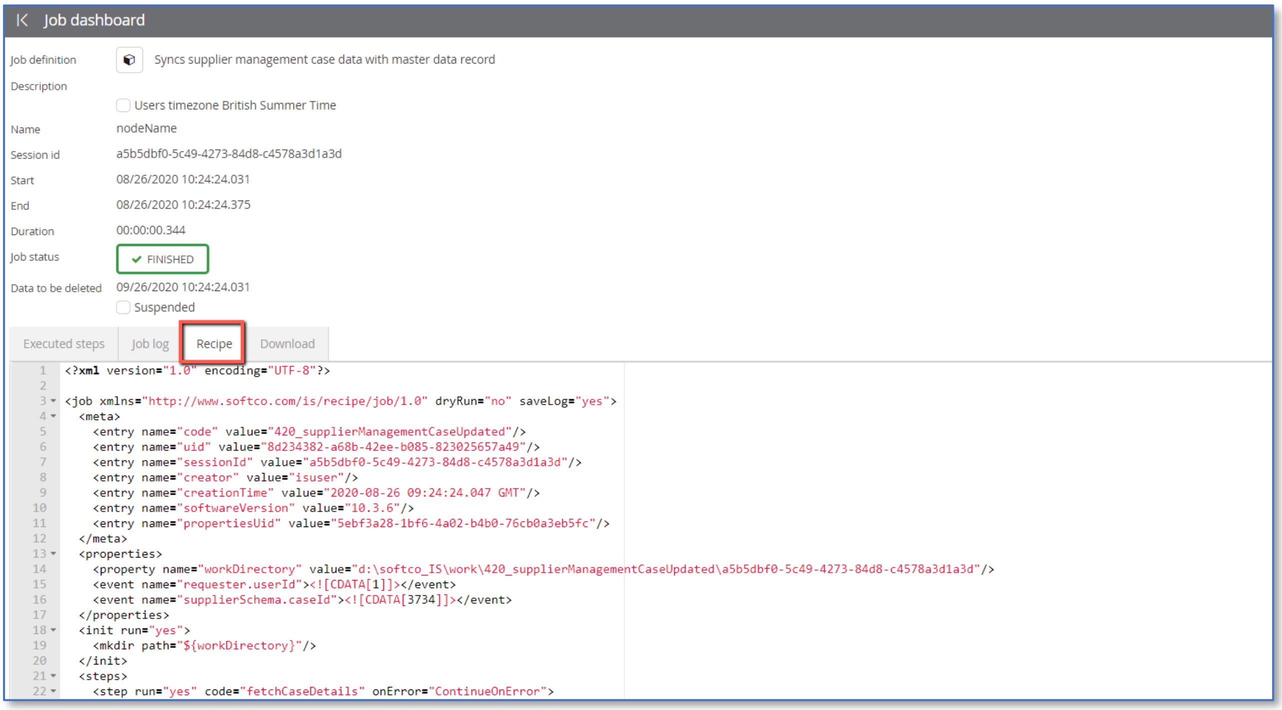


6.1.3 Recipe

Recipe is created automatically at the beginning of the job run. Recipe contains information of the job and it's steps (and step related configuration) that are going to be included in the job run.

The recipe file is generated in IS folder structure under the job run specific folder, which is located inside IS specific backup directory. The user can also download the recipe file from the **Download** tab, if needed to be sent for technical support in error situations.

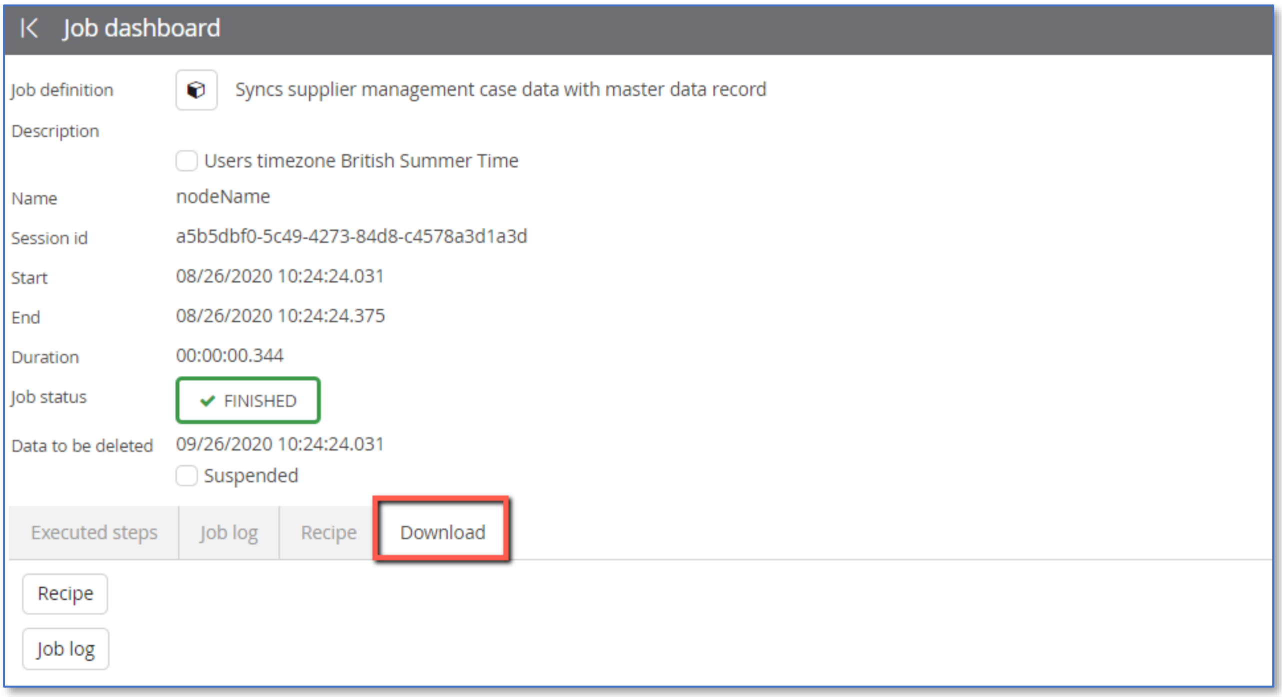
Recipe can be viewed in **Recipe** tab.



For more detailed information on job Recipe, refer to the **SoftCo10 Customer Manual**.

6.1.4 Download

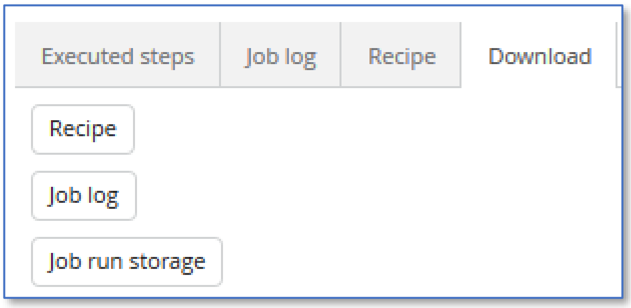
You can download both the recipe and the job log file and save them in the own file system. This helps to resolve problems in error situations where the job run fails and you need to send the files for investigation.



The job log is downloaded in a zipped file. The recipe is downloaded in recipe_orig.xml file.

The job log (job.log) and the recipe (recipen_orig.xml) are located in IS folder structure under the folder which is been created for the job run session.

The **job run storage** is shown in the downloads tab if the job definition contains the step to download temporary processed files from job. Job run storage downloads the xml file which has been set for import or generated in export.



6.1.5 Cases handled

If cases have been handled during the import, then the **Cases handled** tab shows which cases have been touched or created in import: