

VIM Workflow & Approvals Issue

Category: Record To Report

Sub-Category: Financial Accounting

Group: VIM Workflow and Approvals.

Step No.	Action	Description	Expected Outcome
1	Verify User Authorization	<ul style="list-style-type: none">- Check user's assigned catalogs/roles for invoice approvals.- Ensure role like SAP_MM_BC_INV_WIAPPROVE_PC is assigned for My Inbox.- Validate authorization objects in SU53 if access denied.	User has proper authorization for VIM approval.
2	Retry Approval	<ul style="list-style-type: none">- Ask user to retry approval in VIM Workplace/My Inbox.- If "No administrator found" or workflow error, refresh org environment.- Use SBWP (SAP Business Workplace) fallback if Fiori/My Inbox fails.	Approval retry successful, or fallback access enabled.
3	Validate Invoice Data	<ul style="list-style-type: none">- Check invoice header completeness (vendor, company code, PO reference).- Ensure attachments are visible and accessible.- Re-open PDF preview to confirm readability.	Invoice data validated, PDF preview functional.
4	Inspect Workflow Configuration	<ul style="list-style-type: none">- Review VIM flexible workflow settings (approval patterns, rules, agents, substitutions).	Workflow settings validated and approval

		<ul style="list-style-type: none"> - Check workflow log in SWI1/SWI2_FREQ.- Re-trigger workflow if required. 	path corrected.
5	Analyse Exception Rules	<ul style="list-style-type: none"> - Review exception cases: <ul style="list-style-type: none"> • 417 = Price variance • 271 = Name/City mismatch • 113 = Missing data- Align exceptions with MM/PO configuration. 	Exception root cause identified and mapped to MM-FI setup.
6	Validate Duplicate Check	<ul style="list-style-type: none"> - Investigate duplicate postings via duplicate check rules. - Verify status of invoices flagged as duplicates. - Remove false positives if found. 	Duplicate errors cleared or corrected.
7	Correct VIM Engine Config	<ul style="list-style-type: none"> - Inspect VIM engine configuration and integration points with S/4 workflow. - Apply relevant SAP Notes/Support Packages. - Adjust DP document types if mismatched. 	Engine issues resolved, DP processing stabilized.
8	Implement Enhancements	<ul style="list-style-type: none"> - Use BAdIs for workflow routing/custom logic. - Implement substitutions where agents are missing. - Rebuild workflow if structural defects exist. 	Customized workflow enhancements implemented.
9	Confirm Resolution	<ul style="list-style-type: none"> - Re-test approval in My Inbox and Workplace. - Validate FI/MM postings. - Ensure workflow moves invoice to next stage. 	Invoice approval error resolved.
10	Close & Document	<ul style="list-style-type: none"> - Attach workflow logs or error screenshots. - Close ticket under "Resolved – VIM Workflow Error". 	Ticket documented and closed successfully.