Workshop #4: Creating Workflows in Document Flow

This workshop will guide participants through the process of setting up a workflow in the Document Flow module of hh2, enabling efficient management of invoice approvals, credit card invoices, reimbursements, and payment applications.

If at any time you find that you need more thorough Document Flow module instruction you can access our user guides [here](), or please contact support@hh2.com or your implementation specialist for additional assistance.

Understanding Workflows

A workflow is a predefined sequence of tasks or steps that must be completed in a particular order to achieve a specific goal—in this case, managing, approving, and processing financial documents like vendor invoices, credit card transactions, reimbursement transactions, and payment applications. Workflows are essential because they standardize processes, ensuring consistency, accuracy, and compliance. By automating decision points and approvals, hh2 Document Flow workflows minimize errors, reduce processing times, and provide clear accountability within the organization.

Every company has different needs or requirements when it comes to their workflows, which is why hh2 has designed our workflow configuration process to be flexible for your customization.

Workflow Types in hh2

In hh2, there are several types of workflows tailored to different document processes:

- **Invoice Documents**: This workflow type handles the approval and processing of standard invoices, often called Accounts Payable Invoices, received from vendors or service providers. It ensures that all necessary approvals are obtained before the invoice is paid to the vendor.
- **Credit Card Invoices**: This workflow is specifically designed for managing credit card transactions. It includes steps to review, approve, and reconcile credit card statements to assure the amount being paid is accounted for by accurate receipts/expenses.
- **Reimbursements**: This type of workflow manages employee reimbursement requests, such as for travel or business expenses they initially incurred without a company card or funds. It ensures that requests are properly documented, approved, and reimbursed.

How to Create a Workflow

1. **Accessing the Workflow List**
    a. To do this, you must have *AP Manager* permissions enabled in your hh2 Document Flow User account.
    b. Navigate to *AP* > *Workflow List* in the hh2 system. The Workflow List is where all existing workflows are managed. It allows you to create, edit, and view workflows that dictate how documents move through your organization for approval or processing.
2. **Creating a New Workflow**
    a. Click the + icon in the top right corner.
    b. Name the Workflow in the provided field.
    c. Select the Type of workflow you need to create:
        i. Invoice Documents
        ii. Credit Card Invoices
        iii. Reimbursements
        iv. Payment Applications
    d. Click **SAVE** in the top right corner to create the workflow.

    Note: Selecting the correct workflow type is crucial because it determines the path the document will follow, who will be involved in the approval process, and what checks and balances are in place.

3. **Adding Activities to the Workflow**
    a. Once the workflow is created, you need to add activities:
        i. Name the Activity and provide a Description.
        ii. Click Add New Activity.
        iii. Choose between the two types of activities:
            1. Approval: These activities are assigned to users or roles responsible for approving the document, such as an AP manager or project supervisor.
            2. Decision: These activities help the system decide the next step based on criteria like coding on the invoice. For example:
                a. An invoice might route a job-coded invoice to the project manager or a GL-coded invoice to the AP manager, or
                b. An invoice may route to the AP manager for final review if it is under $5000, but maybe if it is over $5000 it should first go to the CFO for review.

    Activities are the building blocks of your workflow. Each activity defines a specific action that needs to be completed, like approving an invoice or making a routing decision. Decision activities, in particular, are powerful tools that can automatically direct the workflow based on the document's content.
4. **Configuring Workflow Permissions**
    a. Set permissions for each level of the workflow:

i. Can Delete: Allows the level to delete the invoice if they think it does not belong in the system. Usually this is reserved for AP manager or related levels.
ii. Can Edit Distributions: Permits editing of distribution data such as job, budget/cost codes, or commitments ensuring that costs are allocated correctly.
iii. Can Edit Header: Allows edits to the header information, such as the invoice date, vendor name, or total amount.
iv. Can Deny: Enables the level to deny the invoice, sending it back for further review or correction. They will be able to send it to a previous approval level or back to Data Entry.
v. Can Suspend: Allows users to pause their actions on the document and return to it later.
vi. Can Route: Enables routing the invoice to another user or group while retaining the original permissions.
vii. Can Skip (AP Manager Only): Allows the AP Manager to skip a step, useful in cases like handling urgent invoices when someone is unavailable.
viii. Can Be Overridden: Allows a step in the workflow to be altered if necessary when the Data Entry clerk sends it into the workflow. This is sometimes helpful when you have an employee handling someone else's role during an absence, or if you have a step of approval that will need to be determined on-the-fly with each invoice.
ix. Optional Step: Skips a step if certain conditions aren't met. For example, if your workflow is set to route at this level to a Project Manager of a job, but there is no project manager assigned to the job on a particular invoice going through the workflow, the project manager approval activity in the workflow would be *skipped automatically* if **Optional Step** was enabled on that activity level in the workflow.

Additional Tips

- **Decision Trees**: Use decision activities to automatically route invoices based on their characteristics. For instance, if an invoice has a job code, it can be routed to the project manager; if not, it may go directly to the AP manager.
- **Permissions and Roles**: Carefully assign permissions to each role in the workflow to ensure proper handling of invoices at every stage.

Conclusion

This workshop provides the foundational knowledge to set up and manage workflows in the hh2 system effectively. Properly configured workflows streamline your document processing, ensuring that approvals are timely and accurate. If you have questions regarding configuring complex workflows please contact support at support@hh2.com.