



Workshop #8: Workflows, Credit Card Receipts, and Reimbursements

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

- To do this, you must have *AP Manager* permissions enabled in your hh2 Document Flow User account.
- 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

- Click the + icon in the top right corner.
- Name the Workflow in the provided field.
- Select the Type of workflow you need to create:
 - Invoice Documents
 - Credit Card Invoices
 - Reimbursements
 - Payment Applications
- 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

- Once the workflow is created, you need to add activities:
 - Name the Activity and provide a Description.
 - Click Add New Activity.
 - Choose between the two types of activities:
 - Approval: These activities are assigned to users or roles responsible for approving the document, such as an AP manager or project supervisor.
 - Decision: These activities help the system decide the next step based on criteria like coding on the invoice. For example:
 - An invoice might route a job-coded invoice to the project manager or a GL-coded invoice to the AP manager, or
 - 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.

Setting Up A Credit Card Group

First, credit cards must be set up and assigned to the user(s) who hold those cards:

1. As an AP admin, navigate to the AP menu on the left and then *Credit Cards* under the configuration menu. Click the plus (+) icon to create a new credit card group.

2. Enter in the credit card group name (this is typically labeled as the financial institution such as AMEX, Home Depot Credit Card, Visa, etc.). Then select the card format you receive in your statement csv from your bank whether that shows the last 4, 5, or 6 digits or if it is an alphanumeric code you get on your statements. Tie the card to the vendor that gets payment for charges associated to these credit cards.
3. If you plan to import a csv of your charges each month, you will want to ensure you have setup an integration format that matches the format of your csv for import. This can be done under AP >Integration Formats if not already set up. Then, you will need to select this format in the Credit Card Group Setup. You will also want to set the default workflow that should be used when you import credit card charges from your bank so the system knows how to route these charges for approval.
4. Once you save the Credit Card Group, you will see an option to add new credit cards on the left. You will click on the Credit Cards tab and then click the plus (+) icon in the upper right to add a credit card to this group, assuring to enter the digits of the credit card (4, 5, or 6 digits depending on your group setup), save the card and then you will be able to assign users to the card. These users will be able to upload credit card receipts for this card that will reconcile with the charges you upload from your financial institution.

Coding a Receipt

Web:

1. Once you have credit cards setup, users can add receipts from the web by going to the AP menu on the left, and then the receipts menu.
2. From here, they can click the plus icon in the upper right to create a new receipt for their card (if assigned to multiple credit cards, they can switch to which one the receipt is for) and upload the receipt image, code the receipt with a transaction date, amount, and distribution/job costing information as needed and save.
3. Receipts are not routable documents/invoices and will stay in the receipts menu until credit card transactions are imported into the system that match up to the receipts.
 - a. Alternatively, if you had setup this credit card group to not require imported transactions, the user would have a button to 'Submit' the receipt once coded which will automatically convert it to a document and send it down the credit card group's default workflow for approval.

App:

1. From the hh2 Document Flow app, a user can navigate to the *Receipts* menu from within the app, or by pressing and holding down on the app widget, they can do a quick capture by clicking the 'Capture Receipt' option.
2. The app is like the web in that the user will be able to take or upload a receipt image, and fill in the receipt information such as date, amount, description, etc.
 - a. They will also have an option to *Auto-OCR* the receipt which will attempt to grab this information automatically from their receipt scan.

3. Once they have this data entered, they can click 'Submit to Code Receipt' which will then take them to code the distribution information, such as job, cost code, expense account, etc.
4. Once complete, the user can either save or submit the receipt depending on your setup of that credit card group option.

Once receipts are submitted into a workflow, or once you have uploaded the csv file from your financial institution to convert the receipts into a document and send them into a workflow, they will go through the system for approval and export the same way a regular vendor invoice does.

Reimbursements

Reimbursements are used when an employee incurs a cost for a job on their own personal expense and require reimbursement from the company for that expense.

1. Before diving into entering reimbursement receipts, you must have a workflow setup for reimbursements and the workflow must be set at the system settings or vendor level:
 - a. To set this up at the vendor level, you will first create the reimbursement workflow and then navigate to AP > Vendors. From here, you will find the employee vendor you wish to associate your new workflow to and assign the workflow as the 'Default Reimb.' under the *Workflows* tab on the left in the vendor record.
 - b. If you wish to only use one workflow no matter the reimbursement vendor, you can navigate instead to AP > System Settings > Receipts where you will see an option to set a Reimbursement Workflow.
2. To enable a user to be able to upload reimbursements, you must first enable reimbursement permissions for the user(s) that will require this functionality. You can do this by navigating to the AP menu on the left and then going into Document Flow Users and selecting the necessary user to enable these for. Once in the user account, click on the *Document Flow Permissions* tab on the left and check the box for **Reimbursements**. You will also need to assign a reimbursement vendor underneath this checkbox. Reimbursement vendors are typically a vendor account setup for each specific employee in your accounting system.
3. For an employee to upload/submit a reimbursement, they will navigate to the receipts menu and add a new receipt, either from the web or the app. They will need to switch the Type of receipt from 'Company Credit Card' to 'Reimbursement'. They will then upload the receipt image and details the same way they would for a normal credit card receipt and submit this through a workflow for approval and export.

Conclusion

This workshop provides the foundational knowledge to set up and manage workflows, credit cards, and reimbursements in the hh2 system effectively. Properly configured workflows and card groups streamline your document processing, ensuring that approvals are timely and accurate and that your credit card charges reconcile accurately each month. If you have questions regarding any of this configuration please contact support at support@hh2.com.