RSM TECHNOLOGY ACADEMY

Hands on Lab – AXUG Summit 2018

HANDS ON LAB: THE PERFECT WORKFLOW

FOR MICROSOFT DYNAMICS 365 FOR FINANCE AND OPERATIONS®

Hands on Lab: The Perfect Workflow

PART ONE: PLANNING THE PERFECT WORKFLOW

Scenario

You have been asked to create and activate a vendor invoice workflow. The new workflow should route to the accounts payable invoice clerk for review of the invoice matching policy. Any vendor invoices over $75,000 (USD) also require approval from the Accounts payable manager before they can be posted. The Accounts payable manager should have three days to approve the invoice.

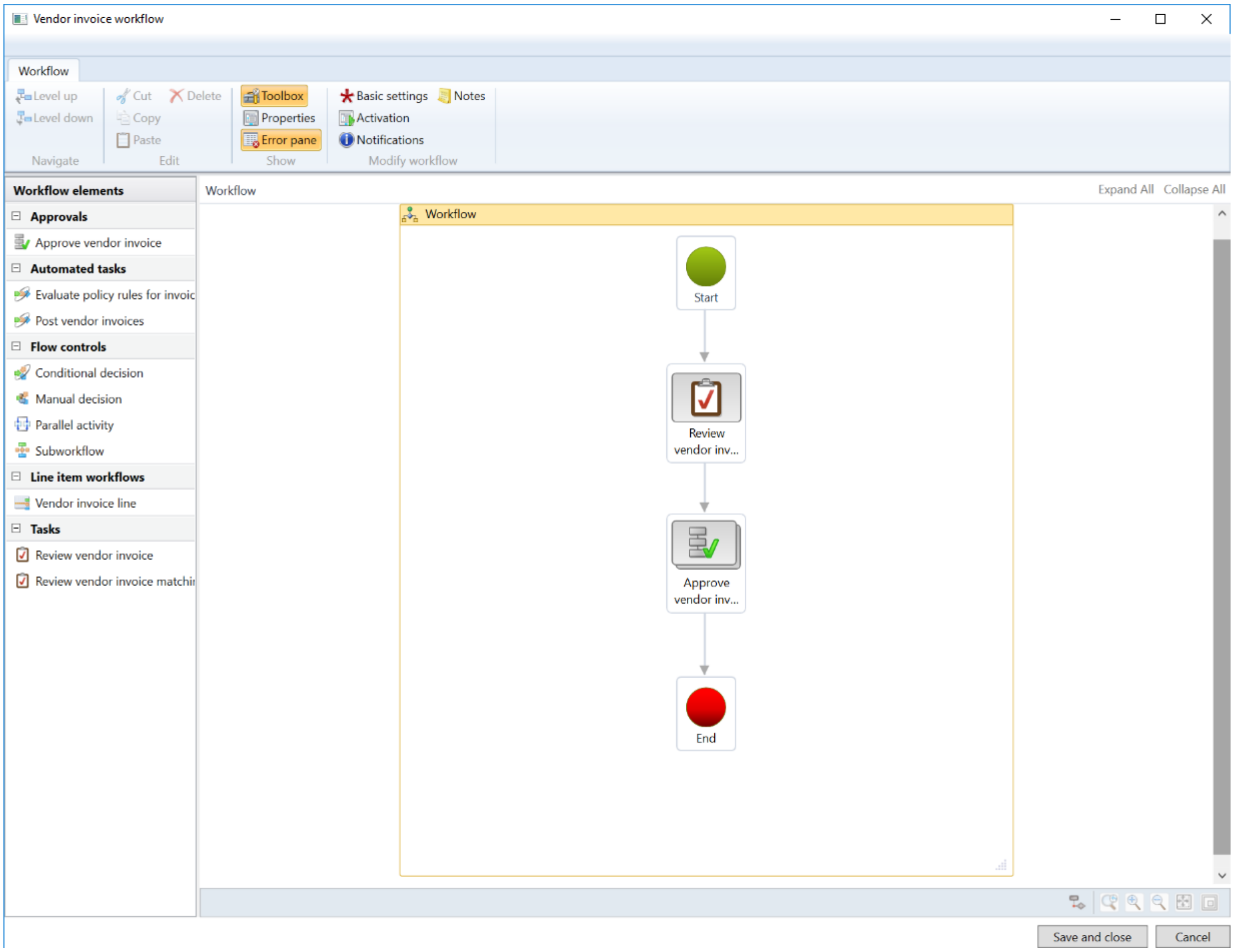
High-level steps

1. Create a workflow
2. Adjust the workflow editor.
3. Add the Review vendor invoice task element.
4. Add the Approve vendor invoice approval to the workflow editor.
5. Setup the lines between each element
6. Set the workflow properties.
7. Set the properties for Review vendor invoice 1.
8. Make the assignment for the Review vendor invoices task element.
9. Set the properties for Approve vendor invoice 1.
10. Level down in the Approve vendor invoice and set up the properties for Step 1.
11. Save and activate the workflow.

Detailed Steps

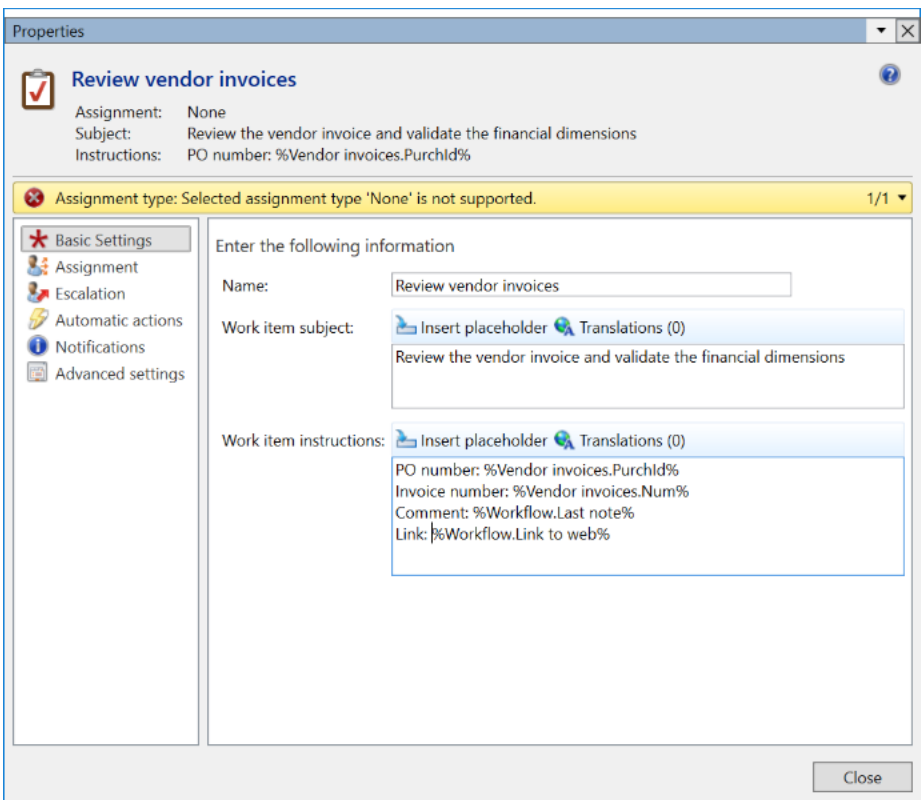
1. Create a workflow.
    a. Go to **Accounts Payable > Setup > Accounts payable workflows**.
    b. Click **New**.
    c. Click the hyperlink for **Vendor invoice workflow**.
    d. If you received a pop-up to install the workflow, click **Run**.
    e. In the Email or phone field, enter your user name.
    f. In the Password field, enter your password.
2. Adjust the workflow editor.
    a. Once the Vendor invoice workflow editor opens up, maximize the window.
    b. Close the Errors and warnings pane.
    c. Click the Zoom out  button.
3. Add the Review vendor invoice task element.
    a. Select the **Review vendor invoice** task element and drag it onto the **Workflow Editor** below Start on the canvas.
4. Add the Approve vendor invoice approval to the workflow editor.
    a. Select the **Approve vendor invoice approval** and drag it onto the **Workflow Editor** below **Review vendor invoice 1** on the canvas.
5. Setup the lines between each element

a. Drag a line from **Start** to **Review vendor invoice 1**.
b. Drag a line from **Review vendor invoice 1** to **Approve vendor invoices 1**.
c. Drag a line from **Approve vendor invoices 1** to **End**.



6. Set the workflow properties.
   a. Right-click the **Workflow** canvas and select **Properties**.
   b. In the **Name** field enter Approval over 75k.
   c. In the **Email template for workflow notifications** field select Alert.
   d. In the **Submission instructions** field type: “Review the invoice for accuracy. Verify the date: ”
   e. Click **Insert placeholder**.
   f. Select **%Vendor invoices.TransDate%.**
   g. Click **Insert**.
   h. Click **Close**.
7. Set the properties for Review vendor invoice 1.
   a. Right-click the **Review vendor invoice 1** element, and select **Properties**.
   b. In the **Name** field enter Review vendor invoices.
   c. Click the **Work item subject** field.
   d. Type “Review the vendor invoice and validate the financial dimensions.”
   e. Click the **Work item instr**uctions field.

f. Type “PO Number: “
g. Click **Insert placeh**older.
h. Select %Vendor invoices.PurchID%
i. Click **Insert**.
j. Press return to create a new line and type “Invoice number: “
k. Click **Insert placeholder**.
l. Select %Vendor invoices.Num%.
m. Click **Insert**.
n. Press return to create a new line and type “Comment: “
o. Click **Insert placeholder**.
p. Select %Workflow.LastNote%
q. Click **Insert**.
r. Press return to create a new line and type “Link: “
s. Click **Insert placeholder**.
t. Select %Workflow.Link to web%
u. Click **Insert**.



8. Make the assignment for the Review vendor invoices task element.
    a. Click the **Assignment** tab.
    b. Click **Participant** in the **Assign users to this workflow element** pane.
    c. Click the **Role based** tab that appears.
    d. In the **Type of participant** field, select **Security role participants**.
    e. In the **Participants** field, select **Accounts payable clerk**.
    f. Click the **Time limi**t tab.

  g. Type 3 in the **Days** field.
  h. Close the **Review vendor invoices** properties window.
9. Set the properties for Approve vendor invoice 1.
  a. Right-click the **Approve vendor invoice 1** element and select **Properties**.
  b. In the **Name** field enter Approve vendor invoices.
  c. Close the Window.
10. Level down in the Approve vendor invoice and set up the properties for Step 1.
  a. Make sure **Approve vendor invoice** is selected and then click **Level down**.
  b. Right-click the **Step 1** element and click **Properties**.
  c. In the **Name** field enter: Approve.
  d. In the **Work item subject** field enter: Please approve the vendor invoice.
  e. In the **Work item instructions** field enter: Review the invoice amount and distributions.
  f. Open the **Assignment** section.
  g. Select **Participant**
  h. Open the **Role based** tab.
  i. Select **Security role participants** in the **Type of participant** field.
  j. Select **Accounts payable manager** in the **Participant** field.
  k. Open the **Time limit** tab.
  l. Select 3 in the **Days** field.
  m. Open the **Completion policy** tab.
  n. Select **Single approver**.
  o. Click the **Condition** tab on the left pane.
  p. Select **Run this step only when the following condition is met**.
  q. Click **Add condition**.
  r. Click the field that says **Vendor invoices.Approve posting with matching discrepancies** drop-down box.
  s. Select **Vendor invoices**, and then scroll down and choose **Vendor invoices.Invoice amount**.
  t. Click the **=** drop-down back.
  u. Select **>** from the list.
  v. Click the **Enter a value** field.
  w. Type 75000.
  x. Click the **elipses (…)** button.
  y. Type USD in the **Search** box.
  z. Press the right arrow to search.
  aa. Select USD from the list and click **OK**.
  bb. Click **Close**.
  cc. Click Workflow in the breadcrumb bar to level back up.
11. Save and activate the workflow.
  a. Click **Error pane** to open the Error pane window on the bottom of the page.
  b. Validate there are not errors.
  c. Click **Save and close**.
  d. Type Initial workflow in the **Version notes** field.
  e. Click **OK**.
  f. Click **Activate the new version**.

g. Click **OK**.
h. Close the blank web browser tab.
i. Click **Close** on the **Create workflow** page.
j. Click **Refresh** on the **Accounts payable workflows** page.

PART TWO: ADVANCED SETTINGS FOR THE PERFECT WORFLOW

Scenario

You have finished setting up the workflow for your manager and you have a review meeting to discuss the configuration. It is decided that the overall process need to be more efficient and the goal is to have the workflow finish faster. Because of this meeting, a decision was made that the task element for reviewing the invoices should be updated to a use a queue for the accounts payable invoices. Additionally, the approval for invoices that are over $75K should be sent to the accounts payable manager at the same time the review vendor invoice is. Lastly, the invoices should be posted automatically once they are approved and reviewed.

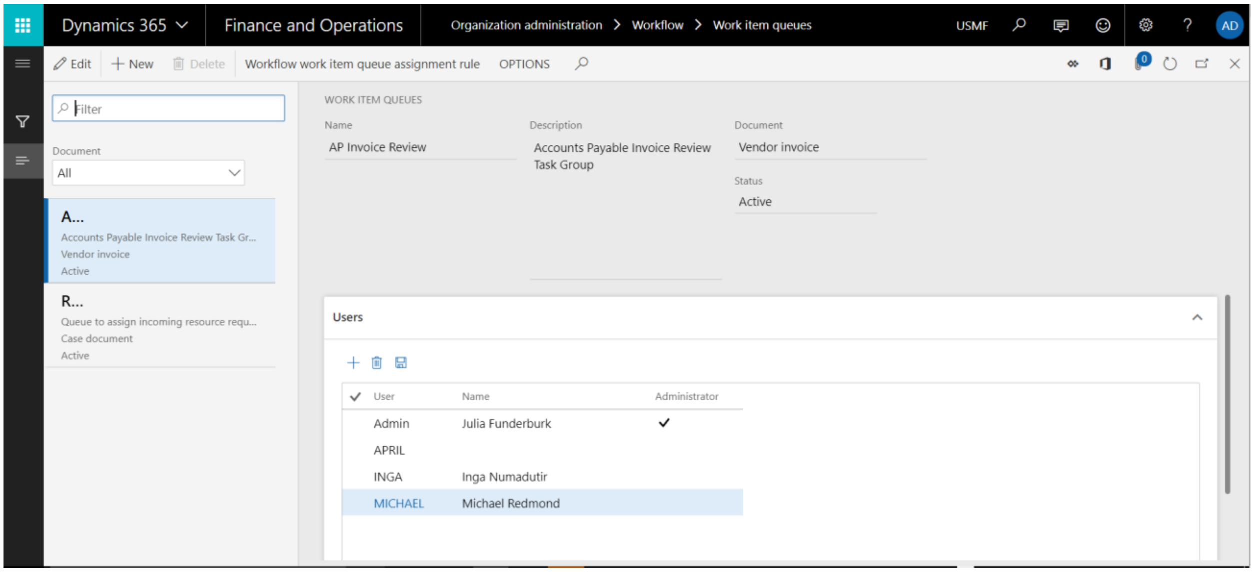
High-level steps

1. Create a new work item queue.
2. Add users to the work item queue.
3. Create a new work item queue group.
4. Open the Accounts payable invoice workflow.
5. Adjust the workflow editor.
6. Add the Parallel activity element.
7. Add the Post vendor invoice element.
8. Cut the elements into the Parallel activity node.
9. Setup the lines between each element.
10. Configure the parallel branch one for the review element.
11. Set the properties for Review vendor invoice 1.
12. Make the assignment for the Review vendor invoices task element.
13. Configure the parallel branch two for the approval element.
14. Set the properties for Approve vendor invoice 1.
15. Level down in the Approve vendor invoice and set up the properties for Step 1.
16. Save and activate the workflow.

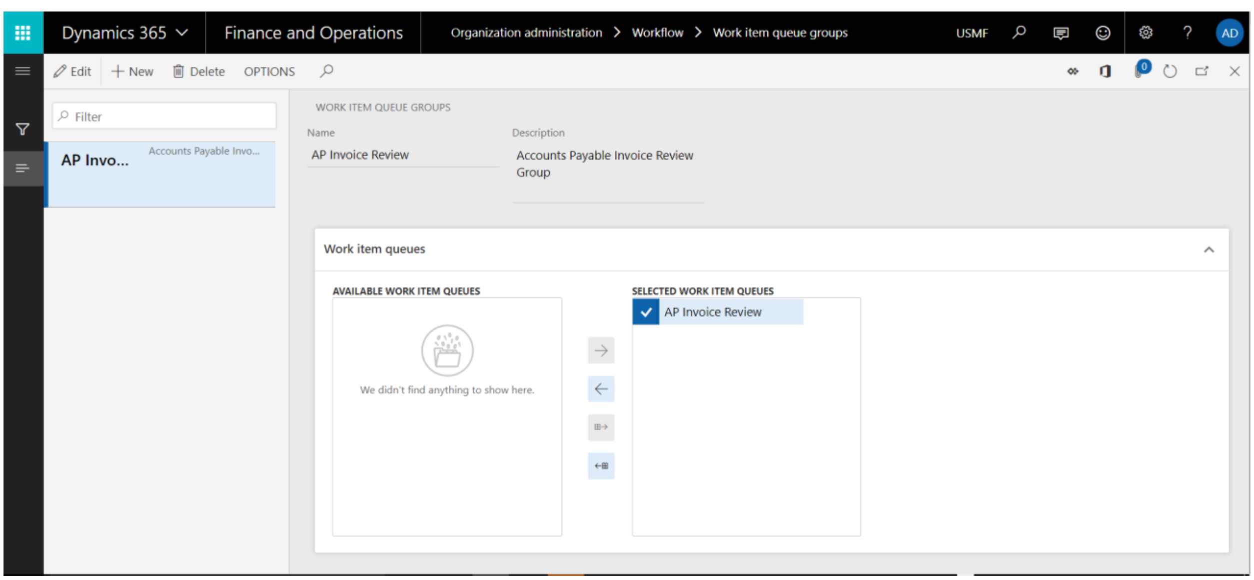
Detailed Steps

1. Create a new work item queue.
    a. Go to **Organization administration > Workflow > Work item queues**.
    b. Click **New** to create a new queue.
    c. In the **Name** field type AP Invoice Review.
    d. Type “Accounts payable invoice review task group” in the **Description** field.
    e. In the **Document** field, select Vendor invoice.
    f. In the **Status** field, select Active.
    g. Click **Save**. You will notice that your user is added into the **Users** FastTab automatically.
2. Add users to the work item queue.
    a. In the **Users** FastTab, click the **new** icon (plus sign).
    b. Select April in the **User** drop-down list.
    c. In the **Users** FastTab, click the **new** icon (plus sign).
    d. Select Inga in the **User** drop-down list.
    e. In the **Users** FastTab, click the **new** icon (plus sign).

f. Select Michael in the **User** drop-down list.
g. Close the **Work item queue** page.



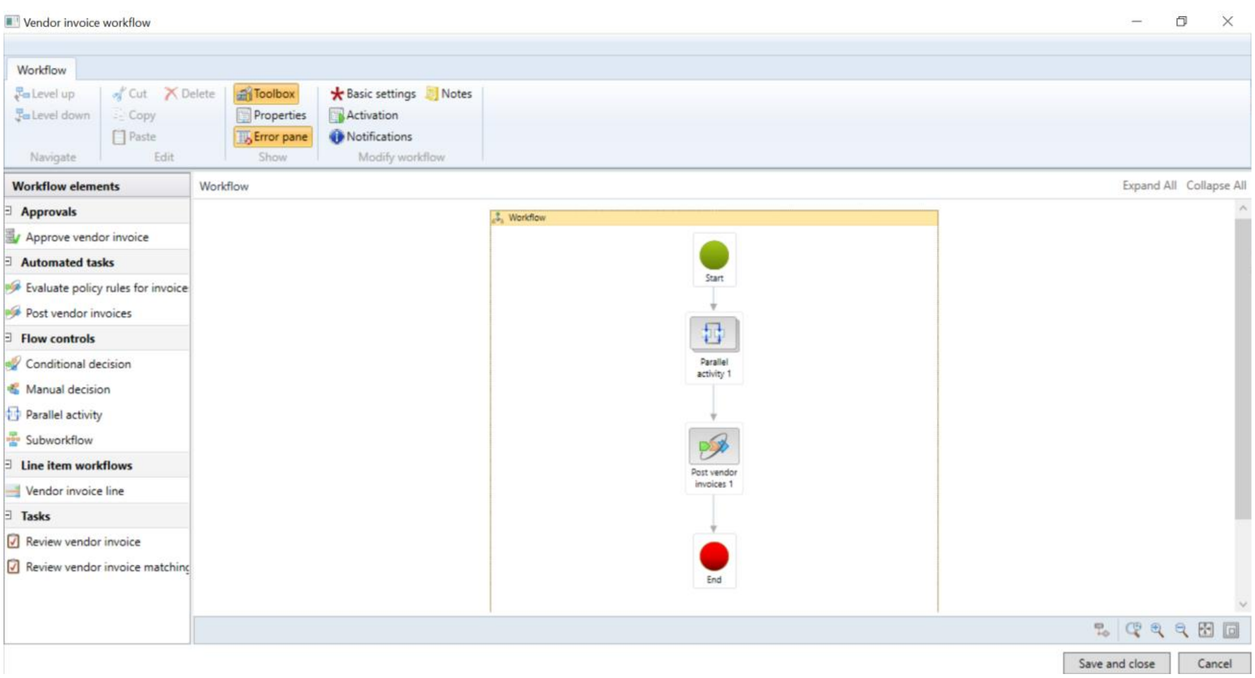
3. Create a new work item queue group.
   a. **Organization administration > Workflow > Work item queue groups.**
   b. Click New to create a new queue group.
   c. In the **Name** field type AP Invoice Review.
   d. Type Accounts payable invoice review task group in the **Description** field.
   e. Select AP Invoice Review in the **Available work item queues** pane.
   f. Click the **Right arrow** button to move it to the **Selected work item queues** pane.
   g. Close the **Work item queue group** page.



4. Open the Accounts payable invoice workflow.
   a. Go to **Accounts Payable > Setup > Accounts payable workflows**.

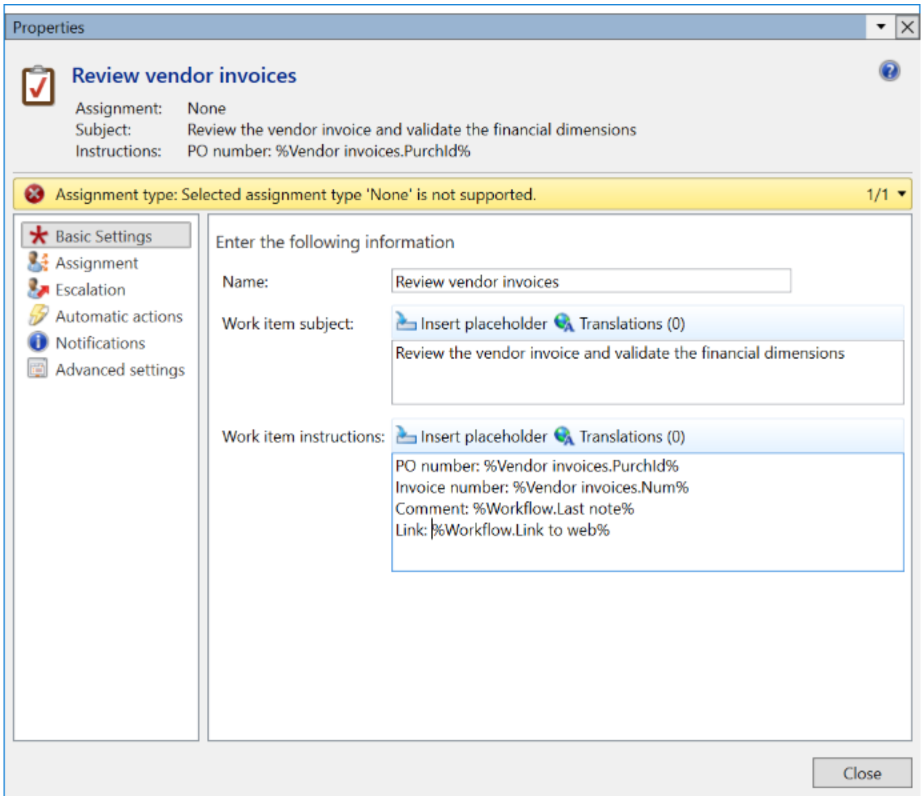
b. Click the hyperlink for **Vendor invoice workflow** that you created in part one of this hands-on-lab.
c. If you received a pop-up to install the workflow, click **Run**.
d. In the **Email or phone** field, enter your user name and press enter.
e. In the **Password** field, enter your password and press enter.

5. Adjust the workflow editor.
   a. Once the **Vendor invoice workflow** editor opens up, maximize the window.
   b. Close the **Errors and warnings** pane.
   c. Click the **Zoom out**  button.
6. Cut the elements activities from the workflow canvas.
   a. Right-click the **Review vendor invoice** node on the canvas.
   b. Select **Cut**.
   c. Right-click the **Approve vendor invoice** node on the canvas.
   d. Select **Cut**.
7. Add the Parallel activity element.
   a. Select the **Parallel activity** element and drag it onto the **Workflow Editor** to the below the Start element on the canvas.
8. Add the Post vendor invoices element.
   a. Select the **Post vendor invoice** element and drag it onto the **Workflow Editor** below the **Parallel activity 1** element on the canvas.
9. Setup the lines between each element.
   a. Drag a line from **Start** to **Parallel activity 1**.
   b. Drag a line from **Parallel activity 1** to **Post vendor invoice 1**.
   c. Drag a line from **Post vendor invoice 1** to **End**.



10. Configure the parallel branch one for the review element.
    a. Double-click the Parallel activity 1 that you added to the workflow canvas.

   b. Double-click the **Parallel branch** on the left to open the details.
   c. Select the **Review vendor invoice** task element and drag it onto the **Workflow Editor** below Start on the canvas.
   d. Drag a line from **Start** to **Review vendor invoice 1**.
   e. Drag a line from **Review vendor invoice 1** to **End**.
11. Set the properties for Review vendor invoice 1.
   a. Right-click the **Review vendor invoice 1** element, and select **Properties**.
   b. In the **Name** field enter Review vendor invoices.
   c. Click the **Work item subject** field.
   d. Type "Review the vendor invoice and validate the financial dimensions."
   e. Click the **Work item instr**uctions field.
   f. Type "PO Number: "
   g. Click **Insert placeh**older.
   h. Select %Vendor invoices.PurchID%
   i. Click **Insert**.
   j. Press return to create a new line and type "Invoice number: "
   k. Click **Insert placeholder**.
   l. Select %Vendor invoices.Num%.
   m. Click **Insert**.
   n. Press return to create a new line and type "Comment: "
   o. Click **Insert placeholder**.
   p. Select %Workflow.LastNote%
   q. Click **Insert**.
   r. Press return to create a new line and type "Link: "
   s. Click **Insert placeholder**.
   t. Select %Workflow.Link to web%
   u. Click **Insert**.



12. Make the assignment for the Review vendor invoices task element.
    a. Click the **Assignment** tab.
    b. Click **Queue** in the **Assign users to this workflow element** pane.
    c. Click the **Queue based** tab that appears.
    d. In the Queue type field, select Work item queues.
    e. In the Queue name field, select AP Invoice Review.
    f. Click the **Time limi**t tab.
    g. Type 3 in the **Days** field.
    h. Close the **Review vendor invoices** properties window.
    i. Click Parallel activity 1 in the breadcrumb bar to navigate back up.
13. Configure the parallel branch two for the approval element.
    a. Double-click Parallel branch (2) on the right to drill down into the detail.
    b. Select the **Approve vendor invoice approval** and drag it onto the **Workflow Editor** below **Review vendor invoice 1** on the canvas.
    c. Drag a line from **Start** to **Approve vendor invoice 1**.
    d. Drag a line from **Approve vendor invoice 1** to **End**.
14. Set the properties for Approve vendor invoice 1.
    a. Right-click the **Approve vendor invoice 1** element and select **Properties**.
    b. In the **Name** field enter Approve vendor invoices.
    c. Close the Window.
15. Level down in the Approve vendor invoice and set up the properties for Step 1.
    a. Make sure **Approve vendor invoice** is selected and then click **Level down**.
    b. Right-click the **Step 1** element and click **Properties**.
    c. In the **Name** field enter: Approve.

   d. In the **Work item subject** field enter: Please approve the vendor invoice.
   e. In the **Work item instructions** field enter: Review the invoice amount and distributions.
   f. Open the **Assignment** section.
   g. Select **Participant**
   h. Open the **Role based** tab.
   i. Select **Security role participants** in the **Type of participant** field.
   j. Select **Accounts payable manager** in the **Participant** field.
   k. Open the **Time limit** tab.
   l. Select 3 in the **Days** field.
   m. Open the **Completion policy** tab.
   n. Select **Single approver**.
   o. Click the **Condition** tab on the left pane.
   p. Select **Run this step only when the following condition is met**.
   q. Click **Add condition**.
   r. Click the field that says **Vendor invoices.Approve posting with matching discrepancies** drop-down box.
   s. Select **Vendor invoices**, and then scroll down and choose **Vendor invoices.Invoice amount**.
   t. Click the **=** drop-down back.
   u. Select **>** from the list.
   v. Click the **Enter a value** field.
   w. Type 75000.
   x. Click the **elipses (…)** button.
   y. Type USD in the **Search** box.
   z. Press the right arrow to search.
   aa. Select USD from the list and click **OK**.
   bb. Click **Close**.
   cc. Click Workflow in the breadcrumb bar to level back up.

16. Save and activate the workflow.
   a. Click **Error pane** to open the Error pane window on the bottom of the page.
   b. Validate there are not errors.
   c. Click **Save and close**.
   d. Type Initial workflow in the **Version notes** field.
   e. Click **OK**.
   f. Click **Activate the new version**.
   g. Click **OK**.
   h. Close the blank web browser tab.
   i. Click **Close** on the **Create workflow** page.
   j. Click **Refresh** on the **Accounts payable workflows** page.

PART THREE: FINALIZING AND TESTING THE PERFECT WORKFLOW

Scenario

Now that the workflow is configured with a parallel activity and running much faster, it is decided that more transparency about the overall process should be implemented. So notifications should be added to let the buyer on the PO know that the invoice has been processed, and when there is an error in the workflow the AP manager needs to be notified as well. When the changes are finalized, the entire invoice process need to be tested.

High-level steps

1. Open the Accounts payable invoice workflow.
2. Adjust the workflow editor.
3. Add a notification to the workflow properties for completion.
4. Assign the notification to the originator.
5. Add a notification to the workflow properties for Unrecoverable.
6. Assign the notification to the originator.
7. Save and activate the workflow.
8. Create a vendor invoice.
9. Add a line to the vendor invoice.
10. View the history of the workflow.

Detailed Steps

1. Open the Accounts payable invoice workflow.
    a. Go to **Accounts Payable > Setup > Accounts payable workflows**.
    b. Click the hyperlink for **Vendor invoice workflow** that you created in part one of this hands-on-lab.
    c. If you received a pop-up to install the workflow, click **Run**.
    d. In the **Email or phone** field, enter your user name and press enter.
    e. In the **Password** field, enter your password and press enter.
2. Adjust the workflow editor.
    a. Once the **Vendor invoice workflow** editor opens up, maximize the window.
    b. Close the **Errors and warnings** pane.
    c. Click the **Zoom out** button.
3. Add a notification to the workflow properties for completion.
    a. Right-click on the outer workflow canvas and select **Properties**.
    b. Click the **Notifications** tab on the left pane.
    c. Mark the **Enabled** check box next to the **Completed** event.
    d. Click the in the text field on the **Notification text** tab.
    e. Type the following text into the field: “The workflow for vendor “
    f. Click **Insert placeholder**.
    g. Select %Vendor invoices.PurchName% from the list.
    h. Click **Insert**.
    i. Put the cursor at the end of the text and type: “ with invoice number “
    j. Click **Insert placeholder**.
    k. Select %Vendor invoices.Num% from the list.

   l. Click **Insert**.
   m. Put the cursor at the end of the text and type: " has been posted."
4. Assign the notification to the originator.
   a. Click the **Recipient** tab.
   b. Select **Workflow user** from the **Assign users to notification** pane.
   c. Click the **Workflow user** tab.
   d. Select **Workflow originator** in the **Workflow user** field.
5. Add a notification to the workflow properties for unrecoverable errors.
   a. Mark the **Enabled** check box next to the **Unrecoverable** event.
   b. Click the in the text field on the **Notification text** tab.
   c. Type the following text into the field: "The workflow for vendor "
   d. Click **Insert placeholder**.
   e. Select %Vendor invoices.PurchName% from the list.
   f. Click **Insert**.
   g. Put the cursor at the end of the text and type: " with invoice number "
   h. Click **Insert placeholder**.
   i. Select %Vendor invoices.PurchName% from the list.
   j. Click **Insert**.
   k. Select %Vendor invoices.Num% from the list.
   l. Put the cursor at the end of the text and type: " has an error and needs to be reviewed."
   m. Click **Close** on the **Properties** window.
6. Assign the notification to the originator.
   a. Click the **Recipient** tab.
   b. Select **Participant** from the **Assign users to notification** pane.
   c. Click the **Role based** tab.
   d. Select **Security role participants** in the **Type of participant** field.
   e. Select **Accounts payable manager** in the **Participant** field.
   f. Click **Close** on the **Properties** window.
7. Save and activate the workflow.
   a. Click **Error pane** to open the Error pane window on the bottom of the page.
   b. Validate there are not errors.
   c. Click **Save and close**.
   d. Type Initial workflow in the **Version notes** field.
   e. Click **OK**.
   f. Click **Activate the new version**.
   g. Click **OK**.
   h. Close the blank web browser tab.
   i. Click **Close** on the **Create workflow** page.
   j. Click **Refresh** on the **Accounts payable workflows** page.
   k. Close the Accounts payable workflows page.
8. Create a vendor invoice.
   a. Open **Accounts payable > Invoices > Pending vendor invoices**.
   b. Click **New** to create a new invoice.
   c. Select any vendor from the **Invoice account** drop-down box.

   d. Type in an invoice number that includes your initials and a random number in the **Number** field.
   e. Enter today's date in the **Invoice date** field.
9. Add a line to the vendor invoice.
   a. Click the **Lines** FastTab.
   b. Click **Add line**.
   c. Select a Rent from the **Procurement category** drop-down box.
   d. Click **OK**.
   e. Type 1200.00 in the **Line net amount** field.
   f. Click **Workflow**.
   g. Click **Submit**.
   h. Type a **Comment**.
   i. Click **Submit**.
   j. Close all the open windows.
10. View the history of the workflow.
   a. Go to **Common > Inquiries > Workflow > Workflow history**.
   b. Select **Pending** the in the status filter drop-down box.
   c. Select the **Vendor invoice workflow** that you just submitted. (It is likely at the very bottom of the list.)
   d. Scroll down to the **Work items** FastTab. (You may to wait and click **Refresh** on the form as the Workflow only runs every few minutes.)
   e. Select the first work item and click **Reassign**.
   f. Choose your **User** ID from the drop-down box.
   g. Click **Reassign**.
   h. Go back to the **Vendor invoice** and process the workflow task. (You will likely need to click to refresh the page until the workflow processes and updates the workflow status.)
   i. Go back to the **Workflow history** page and reassign the next workflow task. (You will likely need to click to refresh the page until the workflow processes and updates the workflow status.)
   j. Go back to the **Vendor invoice** and process the workflow task. (You will likely need to click to refresh the page until the workflow processes and updates the workflow status.)
   k. Go back to the **Workflow history** page and Validate that the workflow tasks all match the workflow steps you defined in HOL part one and two.
   l. Close all the windows.