Microsoft Dynamics

Microsoft Dynamics® GP 2010

Workflow Administrator's Guide

March 30, 2010

Publication date May 2010

Contents

Introduction

Welcome to Workflow, an important component of Microsoft Dynamics® GP. You can use the Workflow system to create approval processes. For example, you can create processes for purchase orders, sales quotes, vendor records, and employee records.

Check for current instructions

This information was current as of March 30, 2010. The documentation may be updated as new information becomes available. Check the Documentation Resources for Microsoft Dynamics GP 2010 Web site http://go.microsoft.com/fwlink/?LinkId=161199 for the most current documentation.

This introduction is divided into the following sections:

- *What's in this manual*
- *Symbols and conventions*
- *Access Help in Microsoft Dynamics GP*
- *Access Help on the Workflow web site*
- *Send us your documentation comments*

What's in this manual

This manual is designed to give you an in-depth understanding of how to use the features of Workflow, and how it integrates with Microsoft Dynamics GP.

The manual is divided into the following parts:

- Part 1, **Getting started**, provides an overview of the Workflow system and explains how it is deployed in your organization's network.
- Part 2, **Workflow basics**, explains some key concepts and terms you'll need to understand to set up and maintain the Workflow system.
- Part 3, **Setup**, explains how to set up the Workflow system and create individual workflows.
- Part 4, **Maintenance and troubleshooting**, contains maintenance procedures, such as modifying a workflow, viewing document history, and deactivating the Workflow system.
- Part 5, **Reports**, describes the Workflow reports you can generate. These reports help you monitor the Workflow system and identify specific workflow steps or approvers who may be slowing down an approval process.

Symbols and conventions

This manual uses the following symbols to make specific types of information stand out.

Symbol	Description
	The light bulb symbol indicates helpful tips, shortcuts, and suggestions.
	The warning symbol indicates situations you should be especially aware of when completing tasks.

This manual uses the following conventions to refer to sections, navigation, and other information.

Convention	Description
Creating a batch	Italicized type indicates the name of a section or procedure.
File > **Print**	The (>) symbol indicates a sequence of actions, such as clicking items on a menu or a toolbar or clicking buttons in a window. This example directs you to go to the **File** menu and click **Print**.
Bold	Bold type indicates the names of fields, tabs, menus, commands, and buttons, and text you should type.

Access Help in Microsoft Dynamics GP

The Microsoft Dynamics GP Help menu gives you access to user assistance resources on your computer, as well as on the web. The following resources are available from the Help menu.

Contents

Opens the Help file for the active Microsoft Dynamics GP component, and displays the main “contents” topic. To browse a more detailed table of contents, click the **Contents** tab above the Help navigation pane. Items in the contents topic and tab are arranged by module. If the contents for the active component includes an “Additional Help files” topic, click the links to view separate Help files that describe additional components.

To find information in Help by using the index or full-text search, click the appropriate tab above the navigation pane, and type the keyword to find.

To save the link to a topic in the Help, select a topic and then select the **Favorites** tab. Click **Add**.

Index

Opens the Help file for the active Microsoft Dynamics GP component, with the **Index** tab active. To find information about a window that’s not currently displayed, type the name of the window, and click **Display**.

About This Window

Displays overview information about the current window. To view related topics and descriptions of the fields, buttons, and menus for the window, choose the appropriate link in the topic. You also can press F1 to display Help about the current window.

Lookup

Opens a lookup window, if a window that you are viewing has a lookup window. For example, if the Checkbook Maintenance window is open, you can choose this item to open the Checkbooks lookup window.

Show Required Fields

Highlights fields that are required to have entries. Required fields must contain information before you can save the record and close the window. To change the way required fields are highlighted, click **Microsoft Dynamics GP menu** > **Tools** > **Setup** > **User Preferences** > **Display**, and specify a different color and type style.

Printable Manuals

Displays a list of manuals in Adobe Acrobat .pdf format, which you can print or view.

What's New

Provides information about enhancements that were added to Microsoft Dynamics GP since the last major release.

Microsoft Dynamics GP Online

Opens a web page that provides links to a variety of web-based user assistance resources. Access to some items requires registration for a paid support plan.

Customer Feedback Options

Provides information about how you can join the Customer Experience Improvement Program to improve the quality, reliability, and performance of Microsoft® software and services.

Access Help on the Workflow web site

When the Workflow system is installed, a Workflow web site is created. This web site is built on Microsoft Office SharePoint® Server or Windows SharePoint Services and can be accessed with Microsoft Internet Explorer®.

When you click the Help icon on a Workflow web page, the relevant help topic for that page is displayed. You can use the search field on the help page to search for information. You also can click the Home icon button to browse the contents of the Help.

Send us your documentation comments

We welcome comments regarding the usefulness of the Microsoft Dynamics GP documentation. If you have specific suggestions or find any errors in this manual, send your comments by e-mail to the following address: bizdoc@microsoft.com.

Note: By offering any suggestions to Microsoft, you give Microsoft full permission to use them freely.

PART 1: GETTING STARTED

Part 1: Getting started

This part of the documentation provides an overview of the Workflow system and explains how it is deployed in your organization's network.

- Chapter 1, "Workflow overview," explains what the Workflow system is and describes the benefits it provides.
- Chapter 2, "Workflow architecture," describes the components of the Workflow system and explains how these components work together. Deployment diagrams are also included.

Chapter 1: Workflow overview

The following information provides a basic overview of the Workflow system and describes the benefits it provides.

- *What is workflow?*
- *Benefits of using the Workflow system*
- *How users will interact with the Workflow system*

What is workflow?

This documentation defines the term *workflow* in two ways:

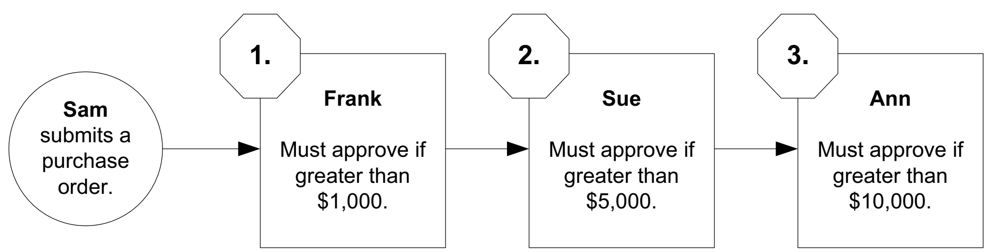
1. Workflow is a system

Workflow is the system that you installed with Microsoft Dynamics GP. The Workflow system provides functionality you can use to create individual *workflows*, or approval processes.

2. Workflow is an approval process

A *workflow* is the approval process for a document, master record, or batch. A workflow defines how a document, master record, or batch “flows” through the system by showing who must approve it, and the conditions under which they must approve it.

For example, consider the following illustration of a purchase order approval workflow. This workflow shows who must approve purchase orders, and the conditions under which their approval is required. For example, suppose Sam submits a purchase order for $2,000. In this scenario, the purchase order must be approved by Frank. If Sam submits a purchase order for $8,000, it must be approved by both Frank and Sue.



Benefits of using the Workflow system

There are several benefits of using the Workflow system in your organization. Here are a few key benefits.

Consistent processes

The Workflow system enables you to define the approval process for specific documents, master records, and batches, such as purchase order documents and Receivables Management batches. By using the Workflow system, you ensure that documents, master records, and batches are reviewed and approved in a consistent and efficient manner.

Automatic notification

Users can be automatically notified when a document, master record, or batch is assigned to them for approval, or when a document, master record, or batch they submitted is approved. Users can be notified via desktop alerts or e-mail alerts. For more information about alerts, see *Indicate if you want to send alert messages* on page 64.

Access through SharePoint Server and Outlook

Users don’t have to log on to Microsoft Dynamics GP to approve documents, master records, and batches. Users can approve documents, master records, and batches by accessing the Workflow Web site, which is built on Windows SharePoint Services or Microsoft Office SharePoint Server 2007, or by responding to e-mail messages in Microsoft Office Outlook® 2007.

Reports

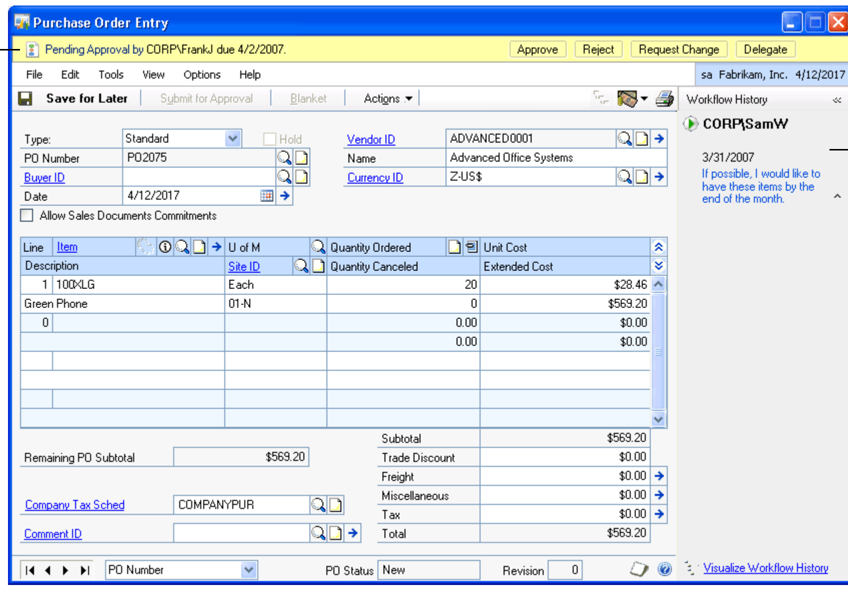
There are several Workflow reports you can generate. These reports help you monitor the Workflow system and identify specific workflow steps or approvers who may be slowing down an approval process. For more information about each type of Workflow report, see Part 5, **Reports**.

How users will interact with the Workflow system

Users can interact with the Workflow system through Microsoft Dynamics GP, SharePoint, and Outlook.

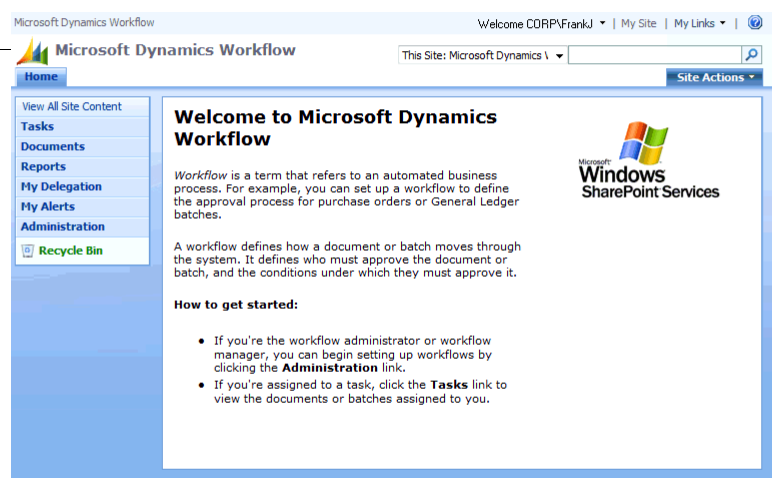
Microsoft Dynamics GP

Workflow functionality is available in many areas of Microsoft Dynamics GP. For example, the Purchase Order Entry window enables a user to submit purchase orders for approval. This window has a message bar and history pane. The message bar displays the document's status and has buttons for approving and rejecting the document. The history pane displays previous actions made to the document.



SharePoint

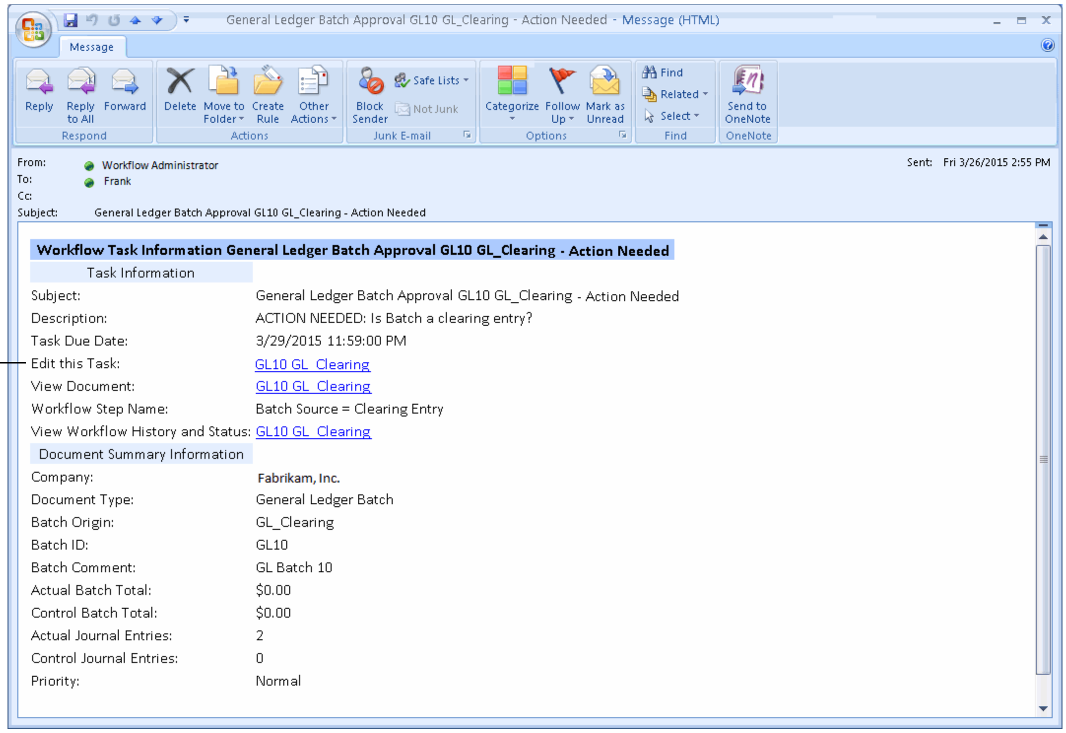
When the Workflow system is installed, a Workflow web site is created. This web site is built on Office SharePoint Server or Windows SharePoint Services and can be accessed with Microsoft Internet Explorer. Workflow administrators and managers can use this web site to set up the Workflow system, create individual workflows, and generate reports. Users can use this web site to approve documents, master records, and batches that are assigned to them.



Outlook

When a document, master record, or batch is assigned to a user for approval, an e-mail message can be sent to the user. The e-mail message displays information about the document, master record, or batch and has an **Edit this Task** link. When the user clicks this link, a window appears where the user can approve or reject the document, master record, or batch.

*Click **Edit this Task** to approve or reject the document, master record, or batch.*



Chapter 2: Workflow architecture

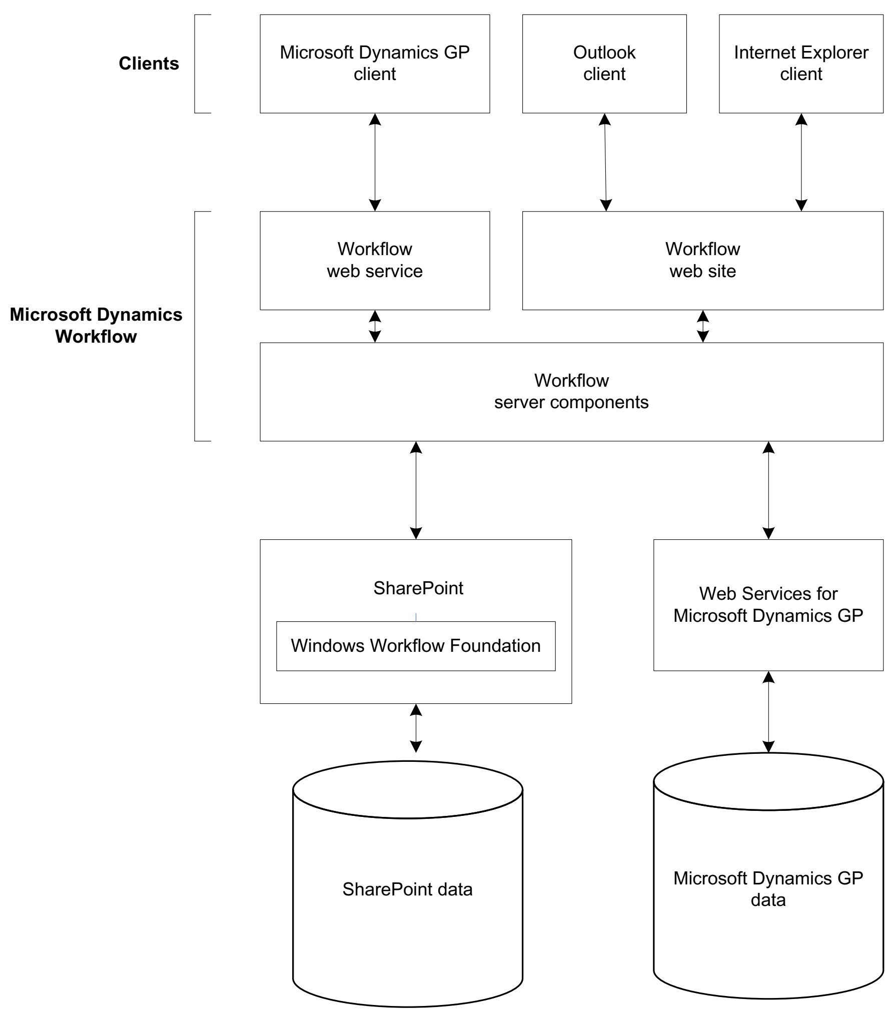
The Workflow system is made up of several software components. The following information describes these components and shows where they may be installed on your network.

- *Architecture overview*
- *Deployment configurations*

Architecture overview

The Microsoft Dynamics Workflow system accesses two different types of data. It accesses accounting data from your Microsoft Dynamics GP databases, such as purchase orders, sales quotes, master records, and batch information. It also accesses workflow setup information from your SharePoint databases, such as the names of approvers and the conditions under which they must approve a document, master record, or batch.

The following diagram illustrates the Workflow architecture and shows the software components that are used to access data.



As the diagram shows, the Microsoft Dynamics Workflow system consists of three main pieces: a web service, a web site, and server components. The Workflow web service enables employees using Microsoft Dynamics GP clients to interact with the Workflow server components. The Workflow web site enables employees using Outlook and Internet Explorer to interact with the Workflow server components.

The Workflow server components contain business logic and communicate with the SharePoint and Microsoft Dynamics GP databases. These components are installed on a server running Office SharePoint Server or Windows SharePoint Services and can communicate directly with the SharePoint databases. The components must use Web Services for Microsoft Dynamics GP to communicate with the back office databases.

Deployment configurations

There are several ways the Workflow system can be deployed. The following information describes the supported deployment configurations and shows where each software component is installed.

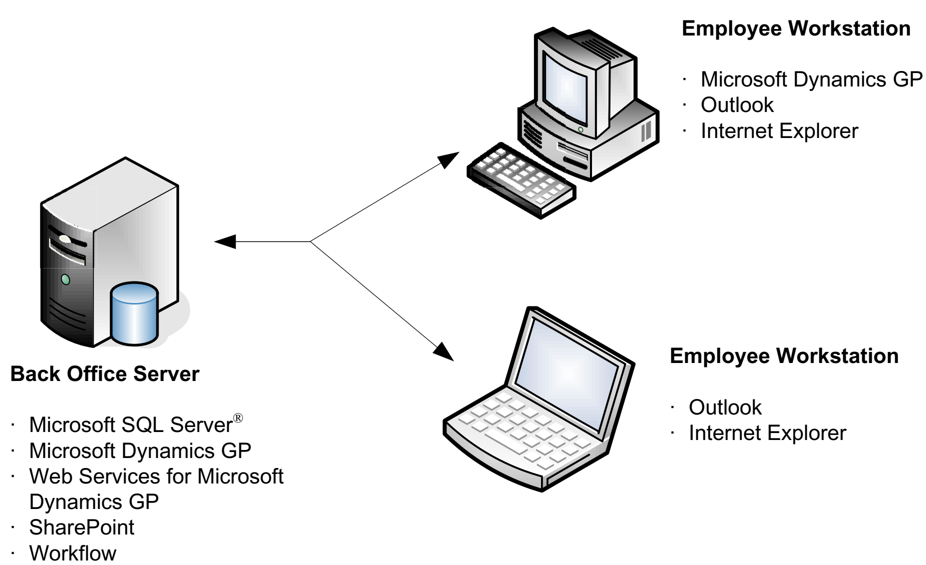
It's important that you know and understand how the Workflow system is deployed in your organization so that you can perform maintenance procedures and help troubleshoot any issues that may arise.

For more information about how the Workflow system is deployed, see the Workflow Installation Guide.

Single-server configuration

In a single-server configuration, all the server-side components (such as Microsoft Dynamics GP, Web Services for Microsoft Dynamics GP, Office SharePoint Server or Windows SharePoint Services, and Workflow) are installed on one server.

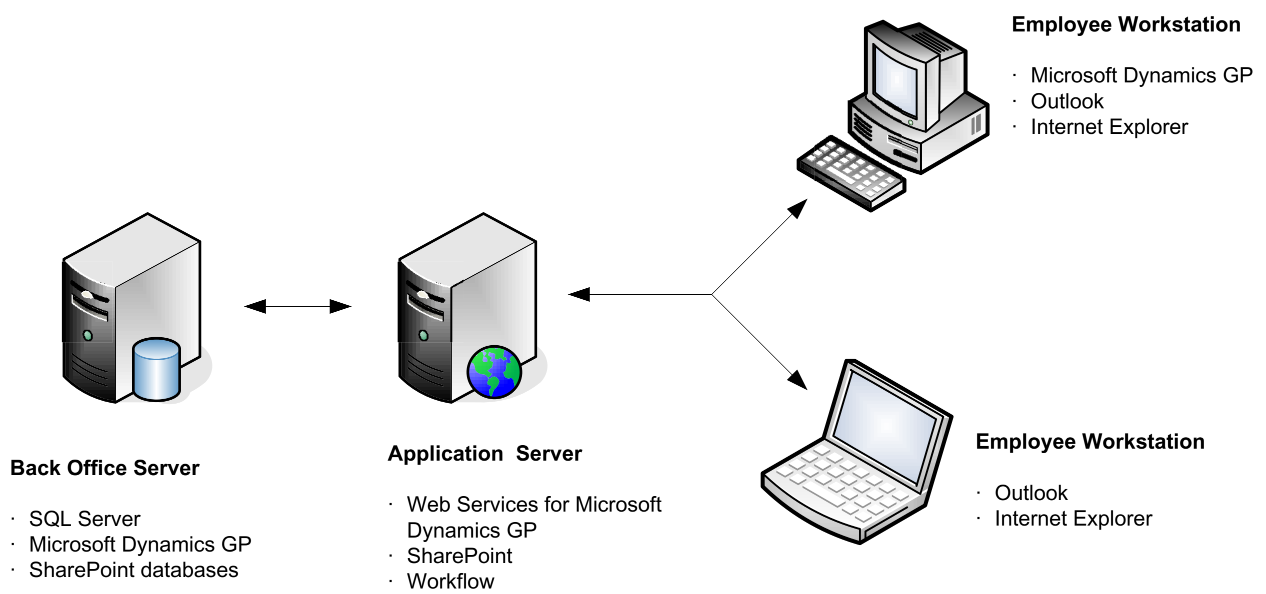
This configuration is recommended for testing and demonstration purposes only. This configuration does not provide the best security or performance.



Separate web server configuration

The separate web server configuration consists of two servers. The back office server hosts your Microsoft Dynamics GP database and your Office SharePoint Server database or Windows SharePoint Services database. The web server hosts Web Services for Microsoft Dynamics GP, Office SharePoint Server or Windows SharePoint Services, and Workflow.

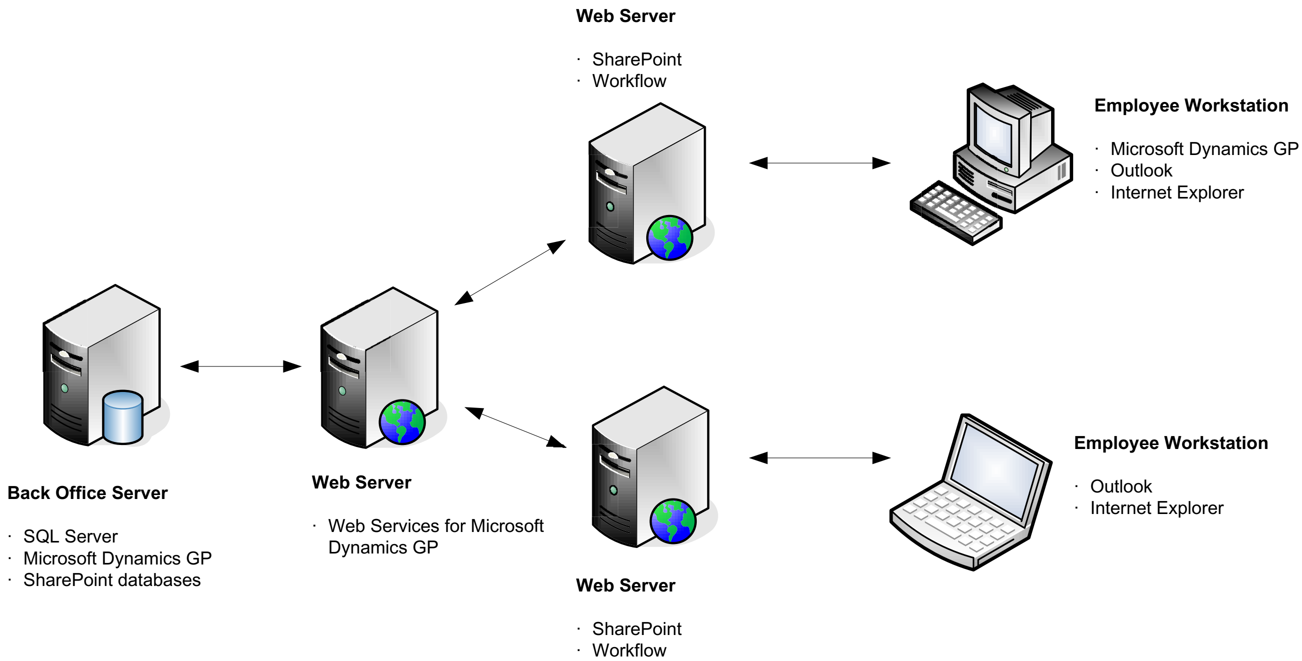
This configuration provides better security and performance than the single-server configuration.



Multiple web server configuration

The multiple web server configuration consists of one back office server and two or more web servers. The back office server hosts your Microsoft Dynamics GP database and your Office SharePoint Server database or Windows SharePoint Services database. The web servers host Web Services for Microsoft Dynamics GP, Office SharePoint Server, and Workflow.

Of the three configurations described in this section, the multiple web server configuration provides the best security and performance.



Part 2: Workflow basics

The following information explains some key concepts and terms you'll need to understand to set up and maintain the Workflow system.

- Chapter 3, "Workflow types," describes the different kinds of workflows you can create.
- Chapter 4, "Workflow participants," helps you understand who is involved in the Workflow system.
- Chapter 5, "Workflow security," describes how security is managed on the Workflow web site and in Microsoft Dynamics GP.
- Chapter 6, "Workflow actions," explains the actions originators and approvers can take on a document, master record, or batch.
- Chapter 7, "Workflow tasks," provides an overview of tasks, including information about when they are created and how they can be reassigned to other users.
- Chapter 8, "Workflow status and priority," explains the statuses and priorities given to documents, master records, and batches in the Workflow system.
- Chapter 9, "Workflow examples," provides examples that show the many ways a workflow can be designed and structured.

Chapter 3: Workflow types

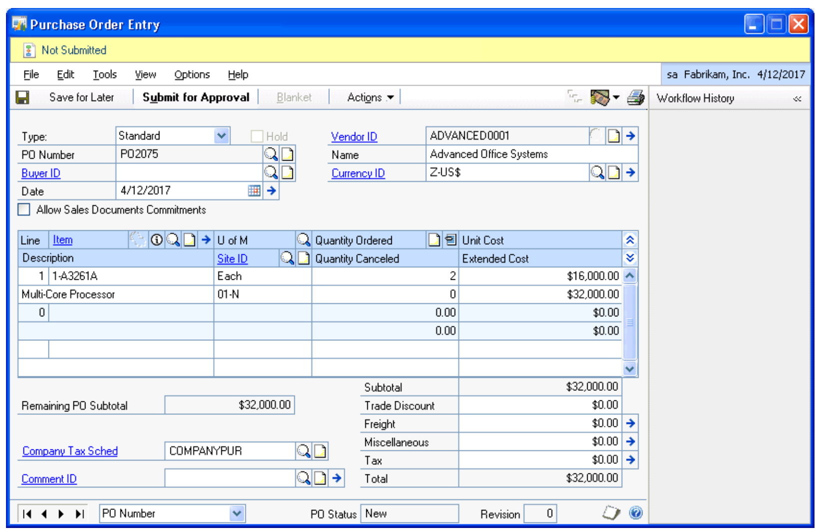
There are seven types of workflows you can create. The following information describes each type of workflow.

- *Purchase order approval*
- *Sales quote approval*
- *Customer credit limit override approval*
- *Vendor approval*
- *General Ledger batch approval*
- *Payables Management batch approval*
- *Receivables Management batch approval*
- *Employee onboard approval*
- *Employee personnel approval*
- *Electronic signatures workflow*

Purchase order approval

A purchase order approval workflow is used to gain approval for purchase orders before they are processed. Users can submit purchase orders for approval in the Purchase Order Entry window in Microsoft Dynamics GP.

Users can submit purchase orders for approval in the Purchase Order Entry window.



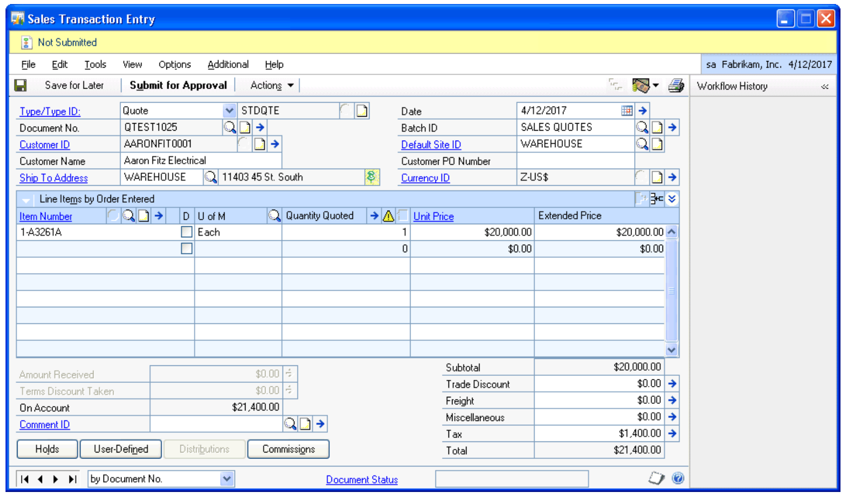
After purchase orders are approved, you can process them according to your company's business practices. For example, you can print them and receive shipments.

Before you can use this workflow, you must clear the ***Activate Approvals*** *check box in the PO Enhancements Setup window (****Microsoft Dynamics GP menu*** *>* ***Tools*** *>* ***Setup*** *>* ***Purchasing*** *>* ***Purchase Order Enhancements****).*

Sales quote approval

A sales quote approval workflow is used to gain approval for sales quotes before they are processed. Users can submit sales quotes for approval in the Sales Transaction Entry window in Microsoft Dynamics GP.

Users can submit sales quotes for approval in the Sales Transaction Entry window.

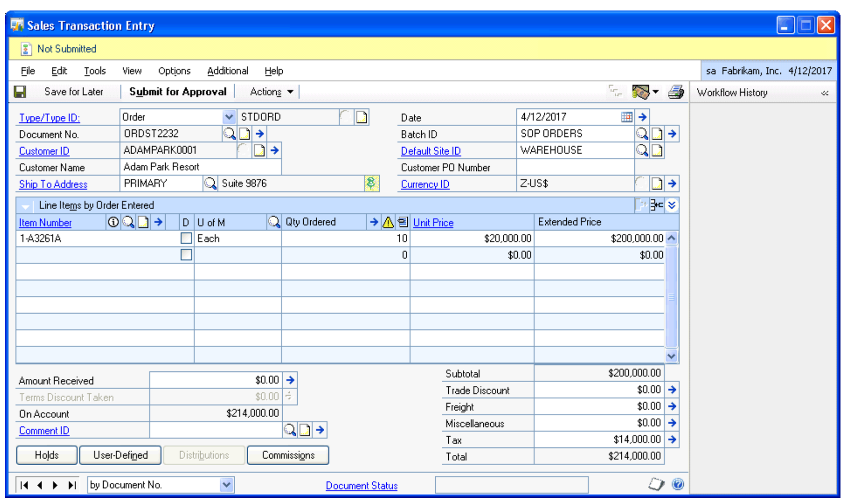


After sales quotes are approved, you can process them according to your company's business practices. For example, you can transfer them to orders.

Customer credit limit override approval

A customer credit limit override approval workflow is used to gain approval for orders, fulfillment orders, and invoices that exceed the set credit limits for customers. Users can submit documents that require credit limit override approval in the Sales Transaction Entry window in Microsoft Dynamics GP.

Users can submit sales documents that require credit limit override approval in the Sales Transaction Entry window.



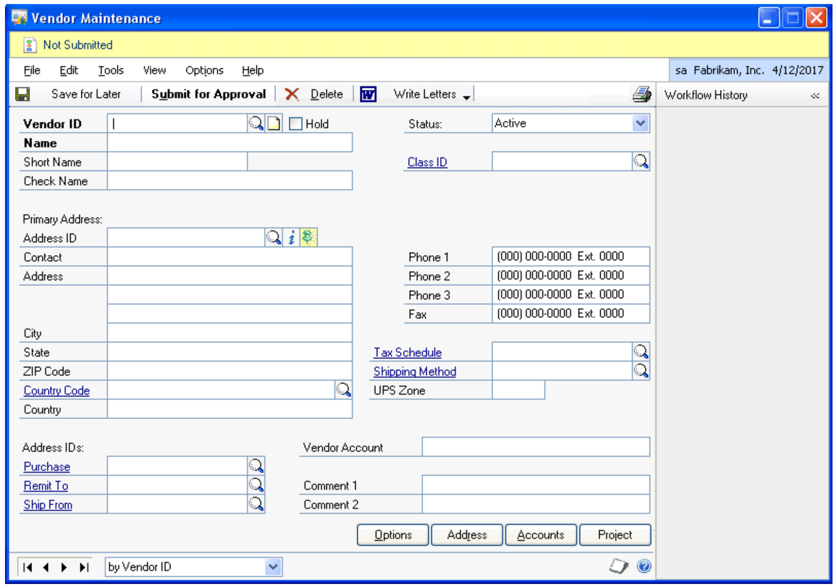
After these documents that exceed credit limits are approved, you can process them according to your company's business practices.

Before you can use this workflow, you must remove the password from the ***Exceed Credit Limit*** *field in the Receivables Management Setup window (**Microsoft Dynamics GP menu** > **Tools** > **Setup** > **Sales** > **Receivables**).*

Vendor approval

A vendor approval workflow is used to gain approval for new vendor records and modified vendor records. Users can submit vendor records that require approval in the Vendor Maintenance window in Microsoft Dynamics GP.

Users can submit vendor records that require approval in the Vendor Maintenance window.

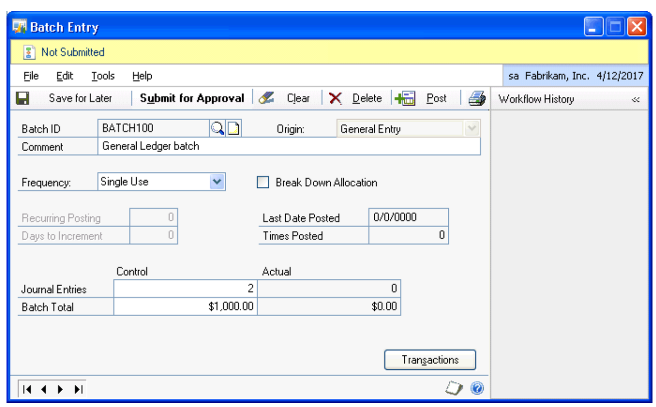


After the vendor records are approved, you can process them according to your company's business practices.

General Ledger batch approval

A General Ledger batch approval workflow is used to gain approval for General Ledger batches before they are posted. Users can submit General Ledger batches for approval in the Batch Entry window in Microsoft Dynamics GP.

Users can submit General Ledger batches for approval in the Batch Entry window.



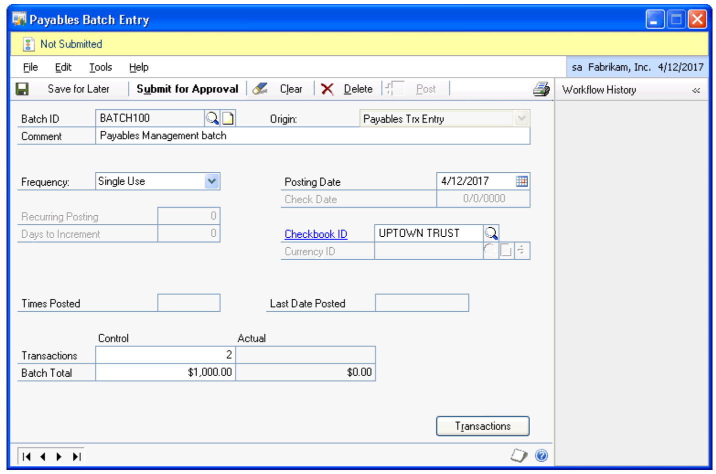
After General Ledger batches are approved, you can post them.

*Before you can use this workflow, you must turn off the batch approval feature in Microsoft Dynamics GP. To do so, open the Posting Setup window (**Microsoft Dynamics GP menu > Tools > Setup > Posting > Posting**) and select the **Financial** series. Clear the **Require Batch Approval** check box for the **General Entry** and **Clearing Entry** origins.*

Payables Management batch approval

A Payables Management batch approval workflow is used to gain approval for Payables Management batches before they are posted. Users can submit Payables Management batches for approval in the Payables Batch Entry window in Microsoft Dynamics GP.

Users can submit Payables Management batches for approval in the Payables Batch Entry window.



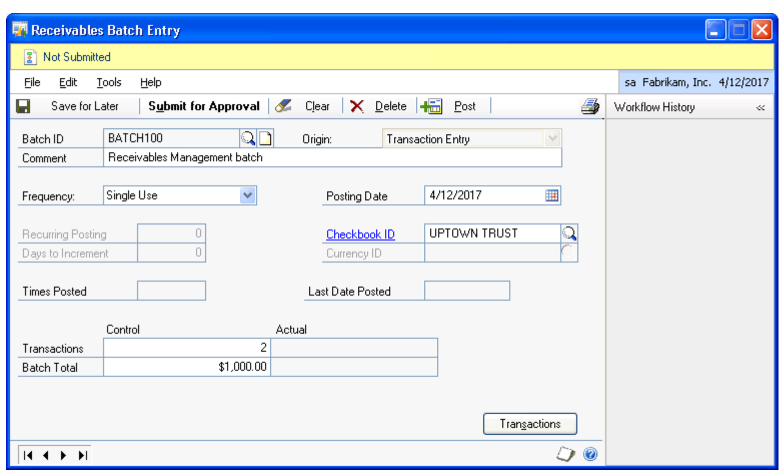
After Payables Management batches are approved, you can post them.

*Before you can use this workflow, you must turn off the batch approval feature in Microsoft Dynamics GP. To do so, open the Posting Setup window (**Microsoft Dynamics GP menu** > **Tools** > **Setup** > **Posting** > **Posting**) and select the **Purchasing** series. Clear the **Require Batch Approval** check box for the **Payables Trx Entry**, **Payment Entry**, and **Computer Checks** origins.*

Receivables Management batch approval

A Receivables Management batch approval workflow is used to gain approval for Receivables Management batches before they are posted. Users can submit Receivables Management batches for approval in the Receivables Batch Entry window in Microsoft Dynamics GP.

Users can submit Receivables Management batches for approval in the Receivables Batch Entry window.



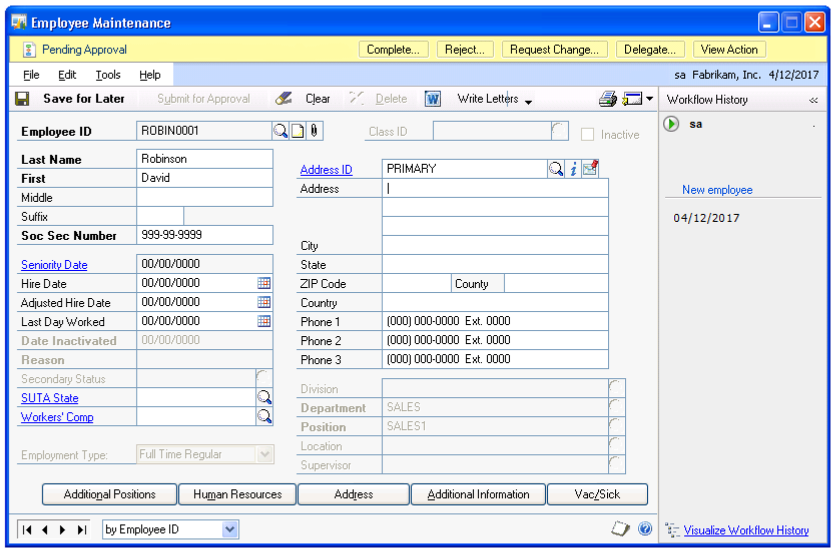
After Receivables Management batches are approved, you can post them.

*Before you can use this workflow, you must turn off the batch approval feature in Microsoft Dynamics GP. To do so, open the Posting Setup window (**Microsoft Dynamics GP menu** > **Tools** > **Setup** > **Posting** > **Posting**) and select the **Sales** series. Clear the **Require Batch Approval** check box for the **Receivables Sales Entry** and **Receivables Cash Receipts** origins.*

Employee onboard approval

An employee onboard approval workflow helps you manage the process of onboarding a new employee. Users can submit employee records that require additional onboarding steps in the Employee Maintenance window in Microsoft Dynamics GP.

Users can submit employee records for approval or additional onboarding steps in the Employee Maintenance window.

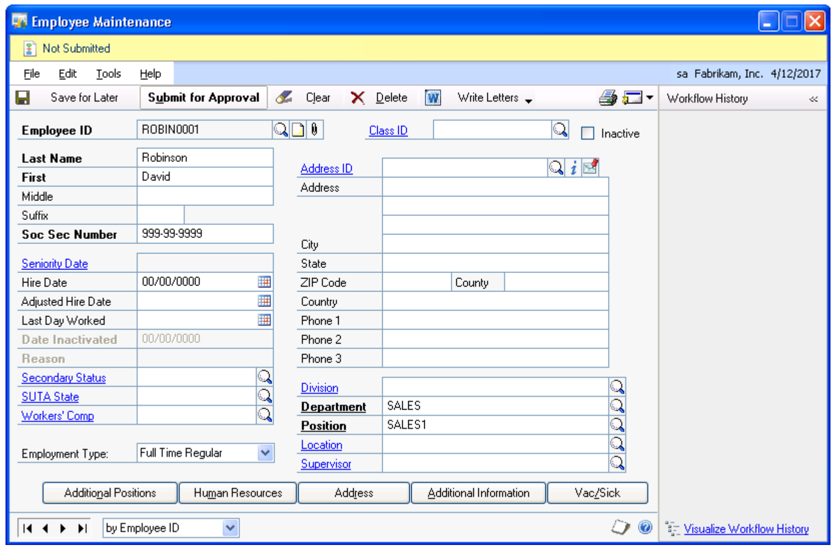


After the employee onboard approval process is complete, you can include the employee in payroll builds.

Employee personnel approval

An employee personnel approval workflow helps you manage the process of making changes to employee records. Users can submit changed employee records that require additional steps in the Employee Maintenance window in Microsoft Dynamics GP.

Users can submit changed employee records for additional steps in the Employee Maintenance window.

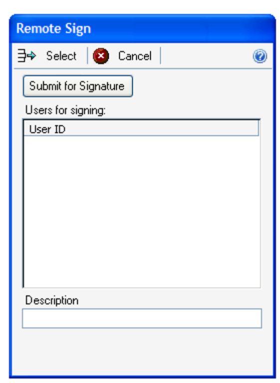


After the employee personnel maintenance process is complete, you can view the new information in Microsoft Dynamics GP.

Electronic signatures workflow

An electronic signature approval workflow enables people to approve a change that requires an electronic signature by using the Microsoft Dynamics Workflow site, instead of approving it within Microsoft Dynamics GP. The Electronic Signatures Workflow workflow type applies to records that are submitted for electronic signatures. When a change is made that causes the Signature Entry window to open, the user can submit the change for workflow approval. The workflow task appears on the Microsoft Dynamics Workflow site, where an authorized person can approve it.

Users can submit changes for electronic signatures in the Remote Sign window.



Chapter 4: Workflow participants

The following information explains who the participants are in the Workflow system.

- *Workflow administrator*
- *Workflow manager*
- *Originator*
- *Approver*
- *Delegate*
- *User with read-only access*

Workflow administrator

The *Workflow administrator* is the person who sets up and maintains the Workflow system. The Workflow administrator has access to all pages on the Workflow web site and can perform all tasks.

By default, the user who installed the Workflow system is automatically given Workflow administrator privileges.

If you are a Workflow administrator, you can give other users Workflow administrator privileges. To do so, use the following steps to add the users to the Microsoft Dynamics Workflow Administrator group in Office SharePoint Server or Windows SharePoint Services.

1. Go to the Workflow web site.

2. Click **Site Actions** > **Site Settings**. The Site Settings page is displayed.

3. Click **People and groups**. The People and Groups: All People page is displayed.

4. Click **Groups** on the Quick Launch. The People and Groups: All Groups page is displayed.

5. Click the **Microsoft Dynamics Workflow Administrator** group. The People and Groups: Microsoft Dynamics Workflow Administrator page is displayed.

6. Click **New** > **Add Users**. The Add Users: Microsoft Dynamics Workflow page is displayed.

7. Enter the names of the users you want to add to the group.

8. In the **Give Permission** area of the page, be sure the **Add users to a SharePoint group** option is marked and **Microsoft Dynamics Workflow Administrator [Full Control, Limited Access]** is selected in the list.

9. If you want to send e-mail messages to the users to let them know they've been added to the group, select the **Send welcome e-mail to the new users** option.

10. Click **OK**.

For more information about the Microsoft Dynamics Workflow Administrator group, see Chapter 5, "Workflow security."

Workflow manager

By default, there are several different types of workflows:

- Purchase order approval
- Sales quote approval
- Customer credit limit override approval
- Vendor approval
- General Ledger batch approval
- Payables Management batch approval
- Receivables Management batch approval
- Employee onboard approval
- Personnel maintenance approval
- Electronic signatures

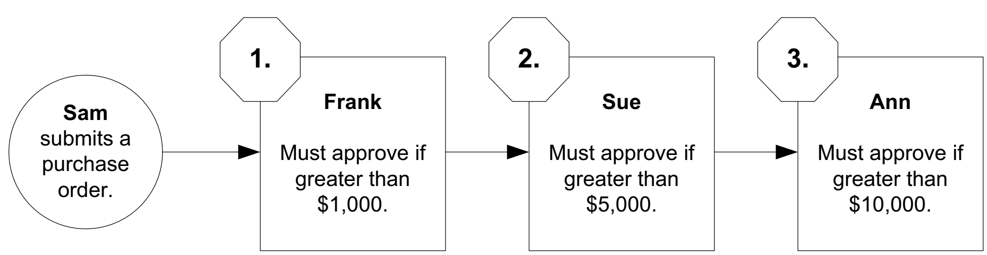
A *workflow manager* can create and configure a particular type of workflow. For example, suppose you name your purchasing manager, Ann, as the workflow manager for the purchase order approval type. This means Ann can create and configure purchase order approval workflows. She can also act on (that is, approve or reject) any purchase order in the company, regardless of who the purchase order is assigned to.

When you set up the Workflow system, you'll specify a manager for each type of workflow. For more information, see *Select the workflow types you want to use* on page 55.

Each manager is automatically added to the Dynamics GP <*Workflow Type*> WorkflowManager group in Office SharePoint Server or Windows SharePoint Services. For more information about this group, see Chapter 5, "Workflow security."

Originator

The *originator* is the person who submits a document, master record, or batch for approval. For example, in the following workflow illustration, Sam is the purchase order originator.



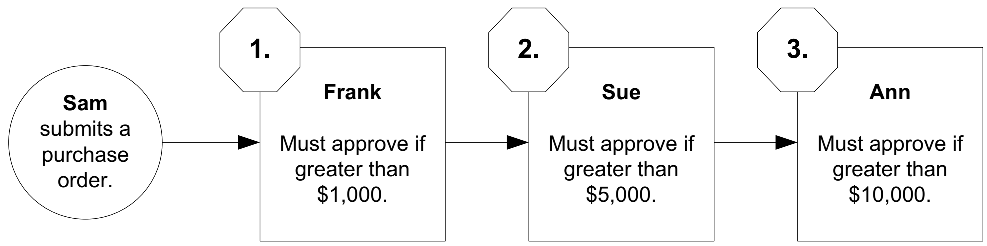
You'll specify who the originators are when you create and configure a workflow. For more information, see *Select originators* on page 61.

Each originator is automatically added to the Dynamics GP <*Workflow Type*> WorkflowOriginator group in Office SharePoint Server or Windows SharePoint Services. For more information about this group, see Chapter 5, "Workflow security."

Approver

The *approver* is the person responsible for reviewing a document, master record, or batch. If the approver approves the document, master record, or batch, it will move on to the next step in the workflow, if necessary. If the approver rejects the document, master record, or batch, the workflow approval process stops.

In the following workflow illustration, Frank, Sue, and Ann are approvers.



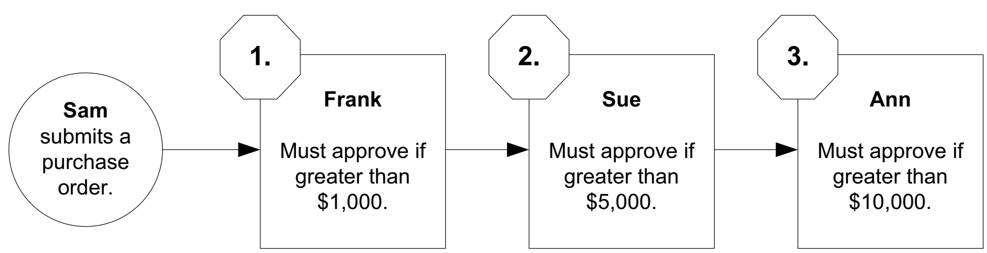
You'll specify who the approvers are when you create and configure each workflow step. For more information, see *Select approvers* on page 74.

Each approver is automatically added to the Dynamics GP <*Workflow Type*> WorkflowApprover group in Office SharePoint Server or Windows SharePoint Services. For more information about this group, see Chapter 5, "Workflow security."

Delegate

A *delegate* is a person who can act on a workflow task on behalf of someone else. For example, if an approver will be out of the office for a period of time, the approver can delegate his or her tasks to another approver in the workflow.

For example, if Sue will be on vacation for a couple of weeks, she can delegate her tasks to Frank or Ann.

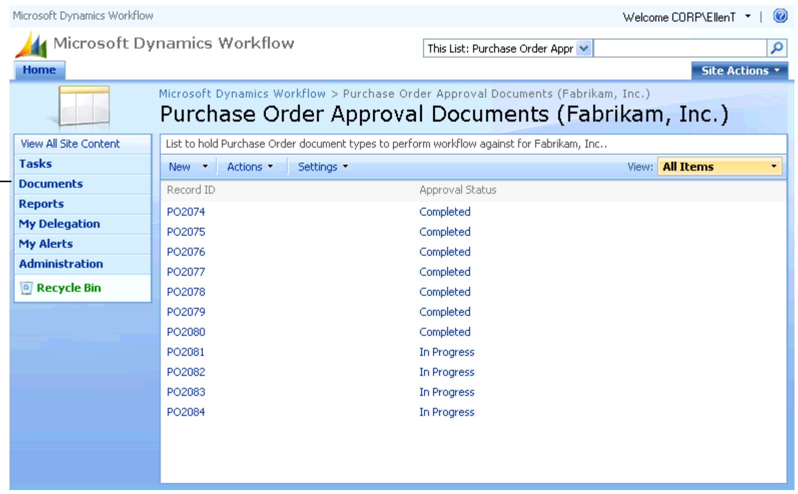


Approvers can specify who their tasks should be delegated to on the Workflow User Delegation page. For more information, see *Delegate tasks* on page 80.

Each delegate is automatically added to the Dynamics GP <*Workflow Type*> WorkflowDelegate group in Office SharePoint Server or Windows SharePoint Services. For more information about this group, see Chapter 5, "Workflow security."

User with read-only access

You can give a user who is not involved in a workflow the ability to view documents, master records, or batches submitted to the Workflow system. A user with read-only access can view documents, master records, or batches in the **Documents** area of the Workflow web site.



A user with read-only access can view documents, master records, or batches in the ***Documents*** *area.*

For example, assume your warehouse manager, Ellen, is not part of the purchase order approval workflow. However, Ellen needs to view purchase orders so that she can prepare for shipments that will be arriving in the warehouse. You can give Ellen read-only access to purchase orders submitted to the Workflow system.

You'll specify who has read-only access when you:

- Configure a workflow. For more information, see *Give read-only access* on page 61.
- Configure a workflow step. For more information, see *Specify when to send carbon copies* on page 75.

Each user will be automatically added to the Dynamics GP <*Workflow Type*> WorkflowCarbonCopies group in Office SharePoint Server or Windows SharePoint Services. For more information about this group, see Chapter 5, "Workflow security."

Chapter 5: Workflow security

The following information explains how security is managed on the Workflow web site and in Microsoft Dynamics GP.

- *Security on the Workflow web site*
- *Security in Microsoft Dynamics GP*

Security on the Workflow web site

Security on the Workflow web site is determined by the SharePoint group you belong to.

The Microsoft Dynamics Workflow Administrator group is the only group you should manually assign users to. Users are automatically assigned to the other groups when you configure a workflow. For information about how users are added to each SharePoint group, see *Chapter 4, "Workflow participants."*

The following table lists the groups that are used with Workflow and the security privileges granted to each group.

SharePoint group	A user in this group can...
Microsoft Dynamics Workflow Administrator	Specify a manager for each type of workflow Configure the workflow calendar Create a workflow of any type View all workflow tasks Act on any workflow task (regardless of who the task is assigned to) View all documents, master records, and batches Generate reports about the Workflow system Configure his or her workflow alert message settings Delegate his or her workflow tasks
Dynamics GP <*Workflow Type*> WorkflowManager	Create workflows of the specified type View all tasks associated with the workflow type Act on any task associated with the workflow type (regardless of who the task is assigned to) View all documents, master records, or batches associated with the workflow type Generate reports that display data associated with the workflow type Configure his or her workflow alert message settings Delegate his or her workflow tasks
Dynamics GP <*Workflow Type*> WorkflowOriginator	Submit documents, master records, or batches associated with the workflow type View all tasks associated with the workflow type View all documents, master records, or batches associated with the workflow type Configure his or her workflow alert message settings Delegate his or her workflow tasks
Dynamics GP <*Workflow Type*> WorkflowApprover	Submit documents, master records, or batches associated with the workflow type View all tasks associated with the workflow type Act on tasks assigned to him or her View all documents, master records, or batches associated with the workflow type Configure his or her workflow alert message settings Delegate his or her workflow tasks
Dynamics GP <*Workflow Type*> WorkflowDelegate	
Dynamics GP <*Workflow Type*> WorkflowCarbonCopies	View all documents, master records, or batches associated with the workflow type Configure his or her workflow alert message settings

Each group name is followed by a company ID. For example, if Fabrikam has a company ID of 1, purchase order approvers will belong to the Dynamics GP Purchase Order Approval WorkflowApprover1 group.

Security in Microsoft Dynamics GP

Security in Microsoft Dynamics GP is determined by your Microsoft Dynamics GP security role and SharePoint group.

Microsoft Dynamics GP security role Access to windows, reports, and accounting data in Microsoft Dynamics GP is determined by your security role. For example, a user assigned to the Purchasing Manager role has access to the Purchase Order Entry window.

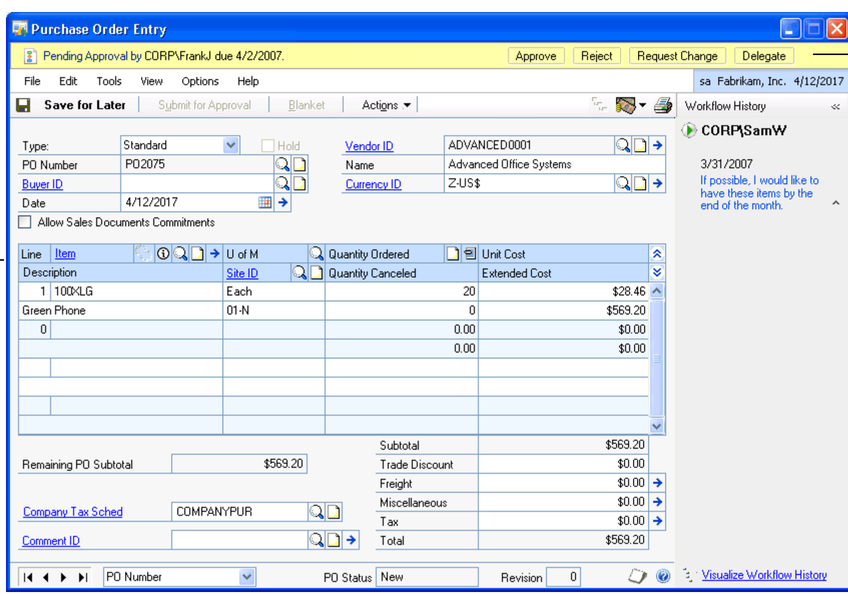
SharePoint group The ability to perform a workflow action is determined by the SharePoint group you belong to. Here's how it works:

1. When you choose to perform a workflow action, such as approving or rejecting a document, the system will determine what your Microsoft Windows® user account is (that is, the user account you entered when logging on to the computer).

2. The system will determine which SharePoint groups are allowed to perform the action. (For a list of actions each group can perform, see Security on the Workflow web site on page 27.)

3. Using your Windows user account, the system will determine if you belong to the SharePoint groups that are allowed to perform the action.

For example, assume that your Purchasing Manager, Frank, has logged on to Microsoft Dynamics GP. Because Frank is assigned to the Purchasing Manager role, he can access the Purchase Order Entry window. Because Frank is also a member of the Dynamics GP Purchase Order Approval WorkflowApprover group, he will be able to approve or reject the purchase orders assigned to him.

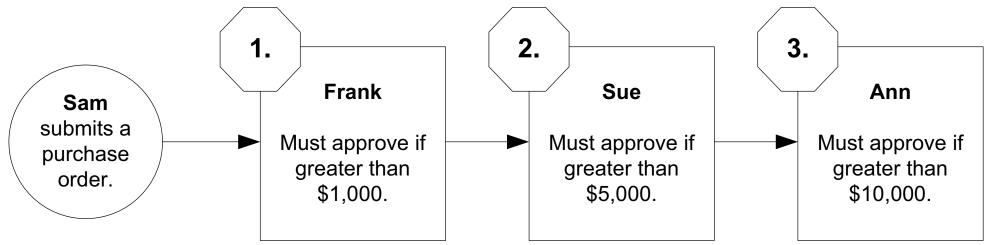


Frank's SharePoint group allows him to act on purchase orders.

Frank's security role gives him access to the Purchase Order Entry window.

Chapter 6: Workflow actions

A workflow approval process involves two main groups of people: the originators and the approvers. For example, in the following purchase order workflow, Sam is the originator and Frank, Sue, and Ann are the approvers.



The following sections explain the workflow actions that originators and approvers can take on a document, master record, or batch.

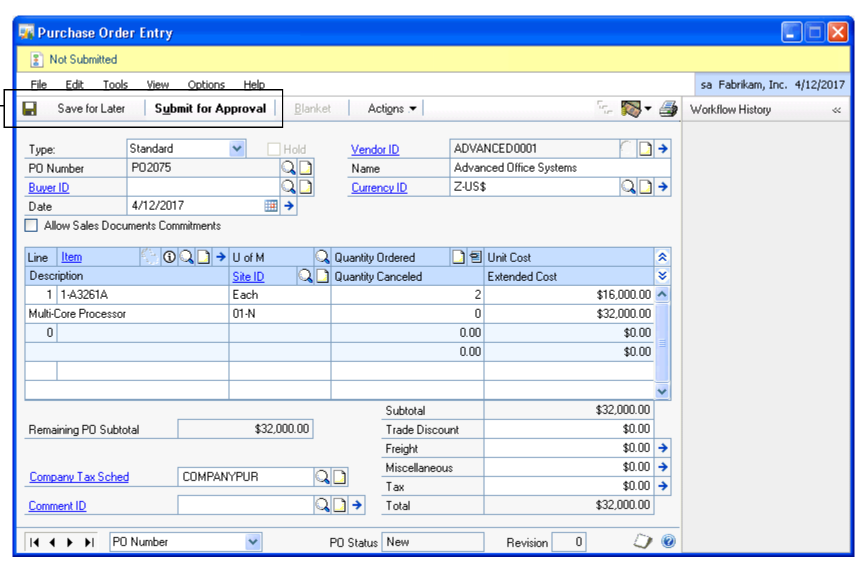
- *Actions an originator can take*
- *Actions an approver can take*
- *How an approver can act on a document, master record, or batch*

Actions an originator can take

The originator starts the workflow approval process by submitting a document, master record, or batch for approval. The originator does this in Microsoft Dynamics GP. For example, to submit a purchase order, the originator will use the Purchase Order Entry window. To submit a master record, the originator will use the Vendor Maintenance window. To submit a General Ledger batch, the originator will use the Batch Entry window.

These windows have buttons that enable originators to submit the document, master record, or batch, or save it.

The originator uses these buttons to submit the document or save it.



Submit for approval

When the originator submits the document, master record, or batch for approval, the Workflow system evaluates the document, master record, or batch and determines if it requires approval. If so, the document, master record, or batch is assigned to the appropriate approver with a status of Pending Approval.

If the Workflow system determines that the document, master record, or batch does not require approval, the document, master record, or batch is given a status of No Approval Needed.

Save for later

When the originator saves the document, master record, or batch, any changes made to the document, master record, or batch are saved. The document, master record, or batch is not submitted for approval; the originator can submit it at a later time.

Actions an approver can take

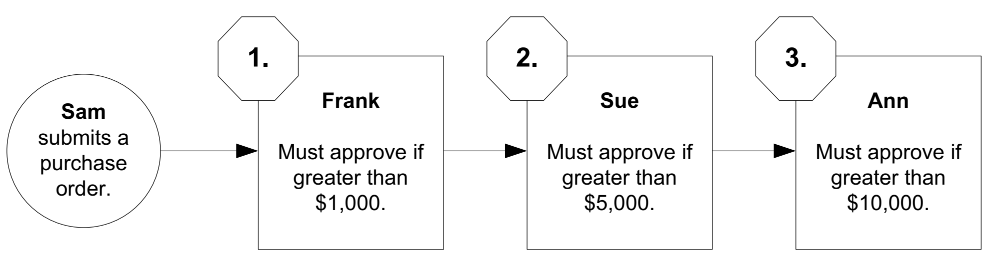
When a document, master record, or batch is assigned to an approver, the approver can take one of the following actions.

The following information applies to workflow steps that have a single approver. If there are multiple approvers for a step, see Select approvers on page 74 to understand how the action an approver takes affects the workflow approval process.

Approve

When an approver approves a document, master record, or batch, the document, master record, or batch is assigned to the next approver in the workflow, if necessary. If no additional approval is required, the document, master record, or batch is given the status of Approved and the workflow approval process is complete.

For example, suppose Sam submits a purchase order for $6,000. In this scenario, the purchase order must be approved by Frank and Sue. When Frank approves the purchase order, it is assigned to Sue for approval. When Sue approves the purchase order, it is given the status of Approved, and the workflow process is complete.



Reject

When an approver rejects a document, master record, or batch, the document, master record, or batch is given the status of Rejected and the workflow process is complete.

For example, using the workflow previously shown, suppose that Sam has submitted a purchase order for $12,000 and that it is assigned to Sue. When Sue rejects the purchase order, it is given the status of Rejected and the workflow process is complete.

Sam can resubmit the purchase order, with or without changes. If Sam resubmits the purchase order, a new workflow process starts at step 1.

Delegate

When an approver delegates a document, master record, or batch, the document, master record, or batch is assigned to another approver in the workflow.

For example, using the workflow previously shown, suppose that Sam has submitted a purchase order for $12,000 and that it is assigned to Frank. Frank then delegates the purchase order to Ann.

Ann will then act on behalf of Frank. This means that if Ann approves the purchase order, it will be assigned to Sue for approval—just as if Frank had approved it. Once Sue approves the purchase order, it moves on to Ann for approval.

In order for an approver to delegate a document, master *record, or batch, the* ***Allow approver to manually assign workflow tasks to someone else*** *check box on the Configure Workflow page must be selected.* *For more information, see Indicate whether approvers can manually delegate tasks on page 63.*

Request change

When an approver requests a change to a document, master record, or batch, the document, master record, or batch is given the status of Pending Changes and the workflow process is complete. The originator, however, can make changes and resubmit the document, master record, or batch for approval.

For example, using the workflow previously shown, suppose that Sam has submitted a purchase order for $12,000 and that it is assigned to Sue. When Sue requests a change, the purchase order is given the status of Pending Changes and the workflow process is complete.

Sam can resubmit the purchase order, with or without changes. If Sam resubmits the purchase order, a new workflow process starts at step 1.

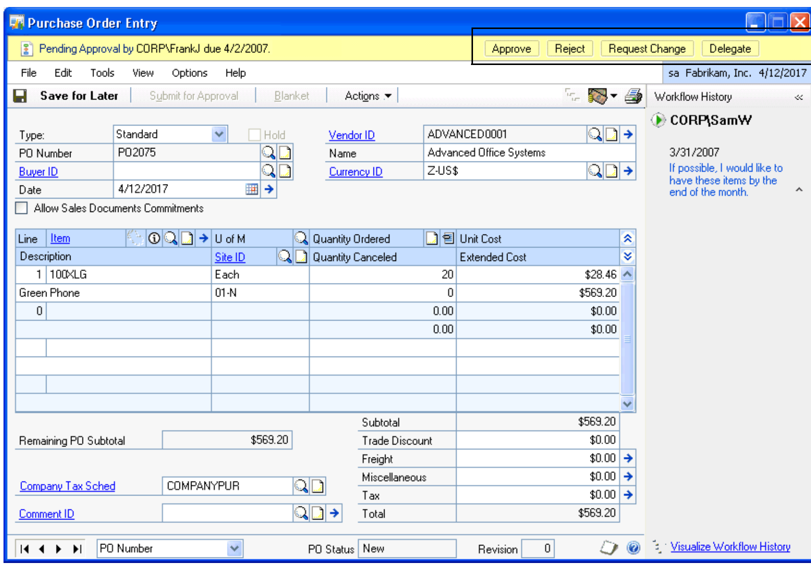
How an approver can act on a document, master record, or batch

An approver can act on a document, master record, or batch using Microsoft Dynamics GP, SharePoint, or Outlook.

Microsoft Dynamics GP

In Microsoft Dynamics GP, approvers can act on documents, master records, and batches using entry windows and lists.

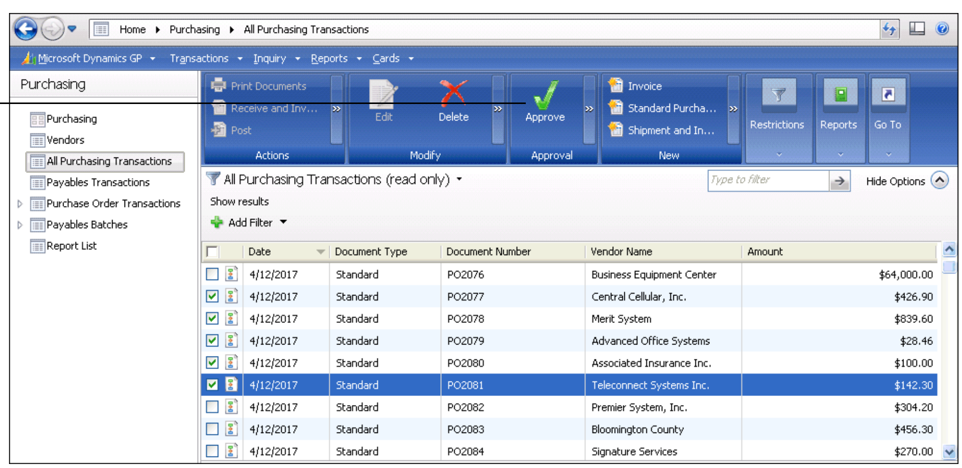
Approvers can use entry windows to act on a specific document, master record, or batch. For example, an approver can approve a specific purchase order using the Purchase Order Entry window.



An approver can act on a purchase order using the Purchase Order Entry window.

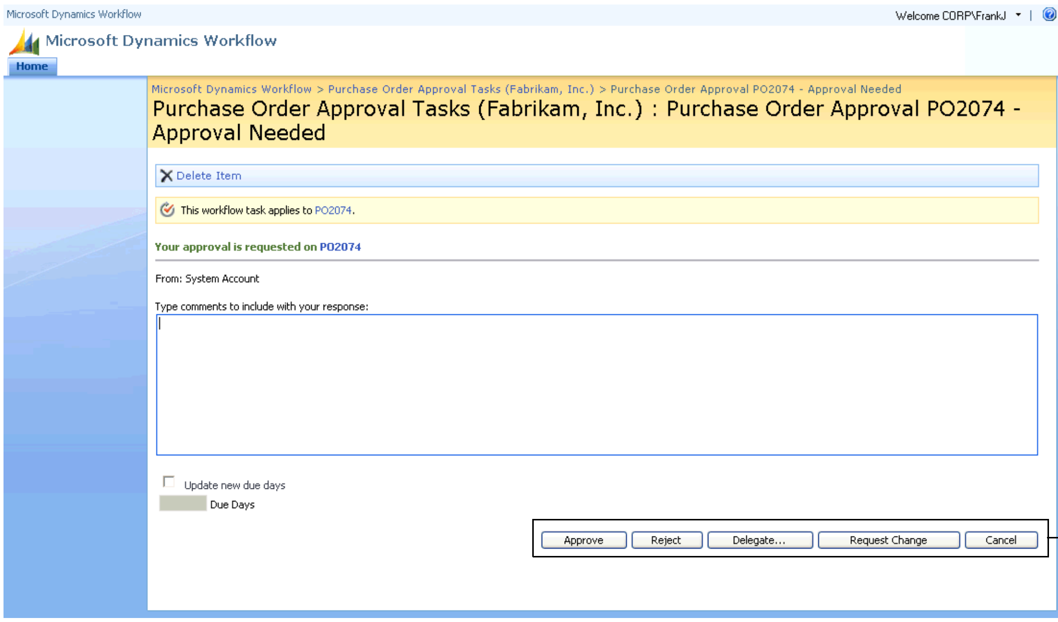
Approvers can use lists to act on several documents, master records, or batches at one time. For example, an approver can approve multiple purchase orders at one time using the All Purchasing Transactions list.

*By clicking the **Approve** option, the selected documents in the list will be approved at the same time.*



SharePoint

Approvers can use their web browsers to access the Workflow web site, which is built on SharePoint. Using this web site, approvers can view and act on the documents, master records, and batches assigned to them.

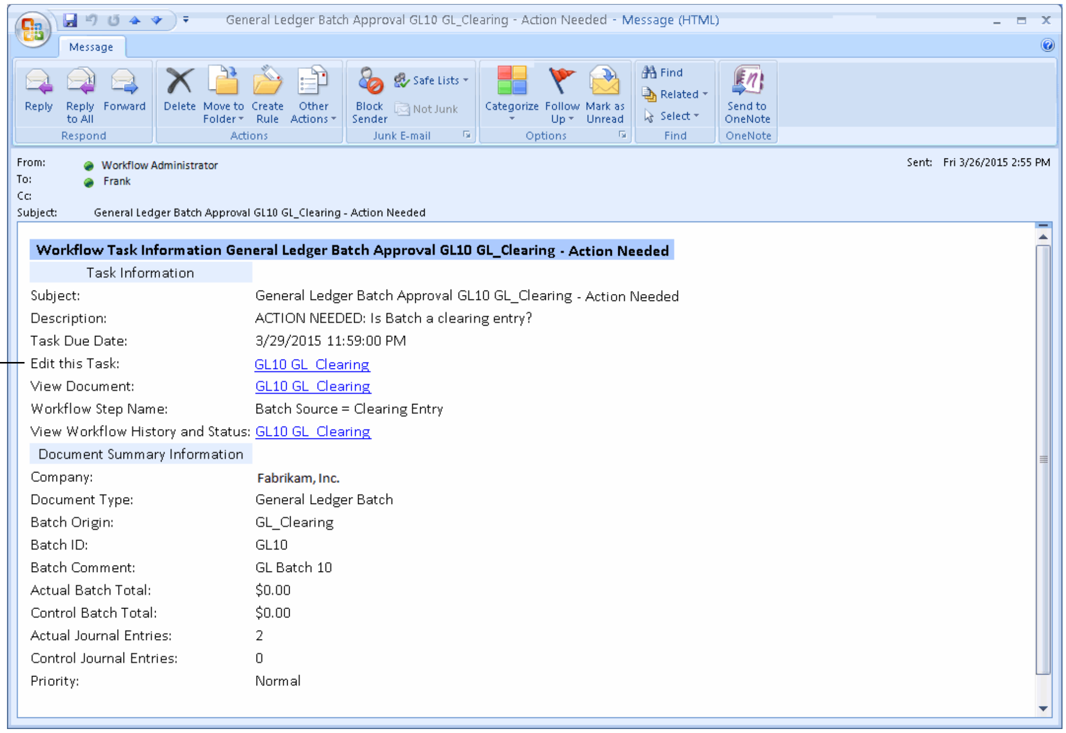


The approver can act on the document using SharePoint.

Outlook

When a document, master record, or batch is assigned to a user for approval, an e-mail message can be sent to the user. The e-mail message displays information about the document, master record, or batch and has an **Edit this Task** link. When the user click this link, a window appears where the user can approve, reject, delegate, or request a change to the document, master record, or batch.

*Click **Edit this Task** to approve or reject the document, master record, or batch.*



Chapter 7: Workflow tasks

The following information provides an overview of workflow tasks, including information about when they are created and how they can be reassigned to other users.

Task overview

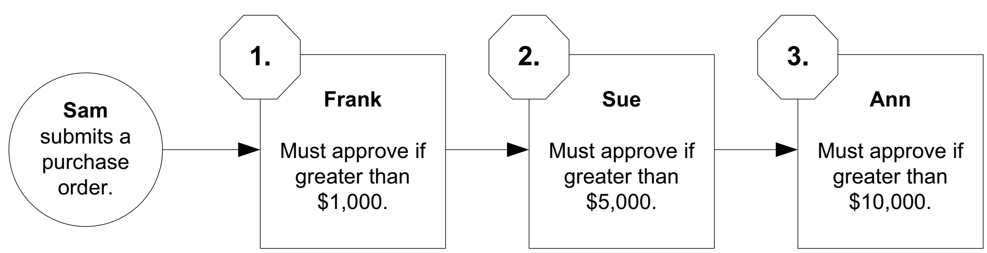
A *task* represents a document, master record, or batch assigned to a user for approval. For information about how users can act on the tasks assigned to them, see *Actions an approver can take* on page 30 and *How an approver can act on a document, master record, or batch* on page 32.

When tasks are created

When a user submits a document, master record, or batch for approval, the Workflow system evaluates the first step in the workflow to determine if approval is required there. If the Workflow system determines that approval is required, a task is created for that approver.

Simple example

Using the workflow illustrated below, suppose Sam submits a purchase order totalling $8,000. The Workflow system evaluates step 1 to determine if the purchase order meets the condition specified. In this scenario, the purchase order is more than $1,000, so the Workflow system creates a task for Frank.

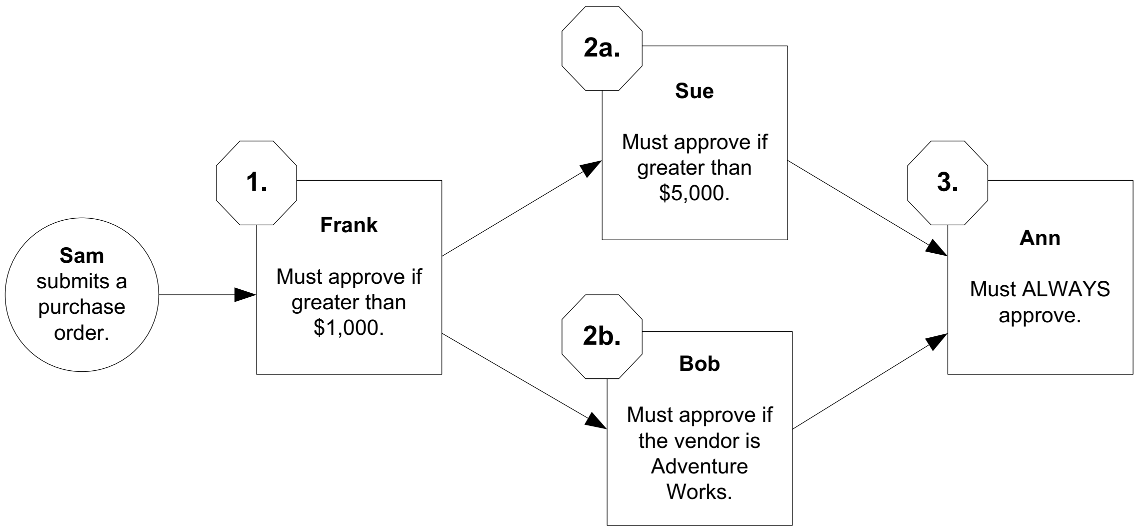


Assume that Frank approves the purchase order. The Workflow system then evaluates step 2 to determine if the purchase order meets the condition specified. Because the purchase order is more than $5,000, Sue's approval is required. The Workflow system creates a task for Sue.

After Sue approves the purchase order, the purchase order is given the Approved status. The purchase order can now be printed and shipments can be received.

Complex example

Using the workflow illustrated below, suppose Sam submits a purchase order totalling $8,000 for Adventure Works. The Workflow system evaluates step 1 to determine if the purchase order meets the condition specified. In this scenario, the purchase order is more than $1,000, so the Workflow system creates a task for Frank.



Assume that Frank approves the purchase order. The Workflow system then evaluates steps 2a and 2b simultaneously. Because the purchase order is more than $5,000 and the vendor is Adventure Works, the Workflow system creates tasks for Sue and Bob.

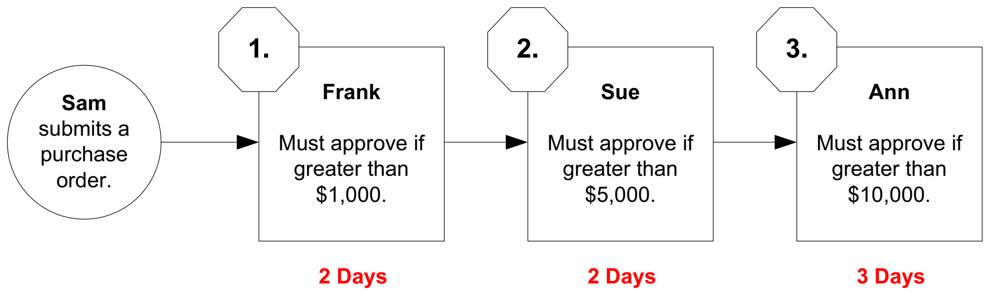
Both Sue and Bob must approve the purchase order before it can move on to Ann. This is because step 2a (Sue) and step 2b (Bob) converge at step 3 (Ann). For example, assume that Sue approves the purchase order first. The purchase order cannot be assigned to Ann until Bob approves it, as well. When Bob approves the purchase order, the Workflow system creates a task for Ann.

Due dates

Each task has a *due date*. The due date indicates the date by which the approver must respond to the task—that is, approve or reject the document, master record, or batch the task represents.

Default due dates

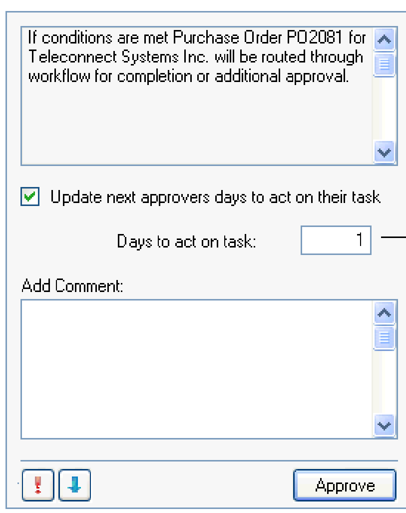
When you configure a workflow step, you'll specify how many days the approver has to respond to the task. For example, the following workflow shows the number of days each approver has to act on assigned tasks.



For more information about setting the default due date for each workflow step, see *Set a time limit* on page 75.

Overriding default due dates

Approvers can override the default due dates. For example, using the previous workflow illustration, suppose Sam submits a purchase order for $18,000. When Frank approves the purchase order, he can specify how many days Sue will have to approve or reject the purchase order. Similarly, when Sue approves the purchase order, she can specify how many days Ann will have to approve or reject the purchase order.



When Sue approves the purchase order, she can specify how many days Ann will have to act on the document.

When a task is overdue

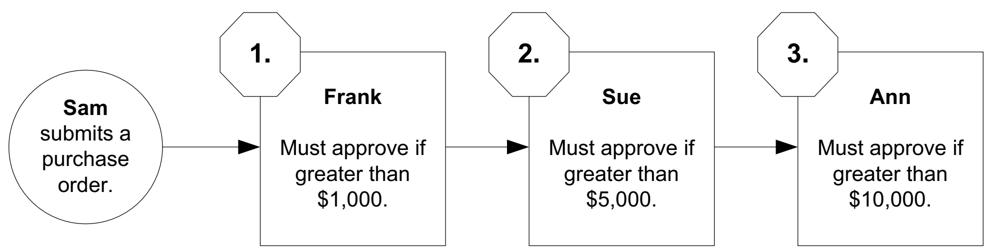
When an approver fails to act on a task by the task's due date, the task is considered overdue, or escalated. When you configure a workflow, you must specify what should happen to overdue tasks. The following options are available.

If you select this option	This will happen
Take no action	The task will remain assigned to the current approver.
Delegate to next approver	The system will automatically assign the task to the next approver in the workflow.
Delegate to	The system will automatically assign the task to the user you specify.
Have system automatically	The system will automatically approve or reject the task, depending on the action you choose.

For more information about how to manage overdue tasks, see *Indicate what should happen when a task is overdue* on page 64.

Delegation

Approvers can delegate, or reassign their tasks to other approvers. For example, if Frank will be out of the office for a period of time, he can delegate his tasks to another approver in the workflow, such as Sue or Ann.



Tasks can be delegated manually or automatically.

Manually delegating a task If Frank feels uncomfortable approving a specific purchase order, he can manually delegate that purchase order to Sue. For more information about manually delegating a task, see *Actions an approver can take* on page 30.

In order for an approver to manually delegate a document, master record, or batch, the ***Allow approver to manually assign workflow tasks to someone else*** *check box on the Configure Workflow page must be selected. For more information, see* *Indicate whether approvers can manually delegate tasks on page 63.*

Automatically delegating tasks If Frank will be out of the office for a couple of weeks, he can have all of his tasks automatically delegated to another approver. For more information about automatically delegating tasks, see *Delegate tasks* on page 80.

Chapter 8: Workflow status and priority

Each document in the Workflow system has a status and priority. The following sections explain the different statuses and priorities.

- *Status*
- *Priority*

Status

When you view a document, master record, or batch in Microsoft Dynamics GP or on the Workflow web site, you'll notice that it has a workflow status. A document, master record, or batch will have one of the following statuses.

Status	Description
Workflow Not Activated	The document, master record, or batch was created before a workflow was activated (for the specific type of document, master record, or batch). The Workflow Not Activated status applies to master records and documents in the work and history tables.
Not Submitted	The document, master record, or batch has been saved, but not yet submitted for approval.
No Approval Needed	The document, master record, or batch has been submitted for approval, and the Workflow system has determined that the document, master record, or batch does not require approval. The workflow approval process is complete.
Submitted	The document, master record, or batch has been submitted for approval, but the web server—running SharePoint and the Workflow server components—has not responded yet. The Submitted status may indicate a connectivity problem with the web server.
Pending Approval	The document, master record, or batch is awaiting approval.
Pending Changes	An approver has requested that the originator make changes to the document, master record, or batch and resubmit it. The workflow approval process is complete.
Approved	The document, master record, or batch is approved. The workflow approval process is complete.
Rejected	The document, master record, or batch is rejected. The workflow approval process is complete.
Workflow Deactivated	The Workflow administrator or manager deactivated the workflow this document, master record, or batch was using. The workflow approval process is complete.

Priority

When you view a document, master record, or batch, you'll notice that it has a workflow priority indicator. The priority indicator reflects the importance of the document, master record, or batch.

The originator sets the priority when submitting the document, master record, or batch. Approvers can change the priority when they review the document, master record, or batch.

Priority	Indicator
Low	
Normal	No indicator
High	

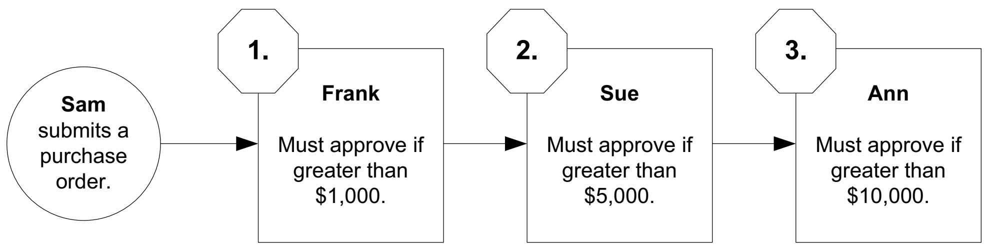
Chapter 9: Workflow examples

There are many ways you can design and structure a workflow. The following sections provide examples of workflows and explain how documents, master records, and batches move through each workflow.

- *Simple workflow*
- *Workflow with multiple first steps*
- *Workflow with multiple approval paths*
- *Workflow with converging steps*
- *Workflow with multiple approvers in a step*
- *Workflow where an approver is an originator*

Simple workflow

The following example illustrates a very basic workflow. This workflow has three approvers, and lists the specific conditions under which their approval is required.

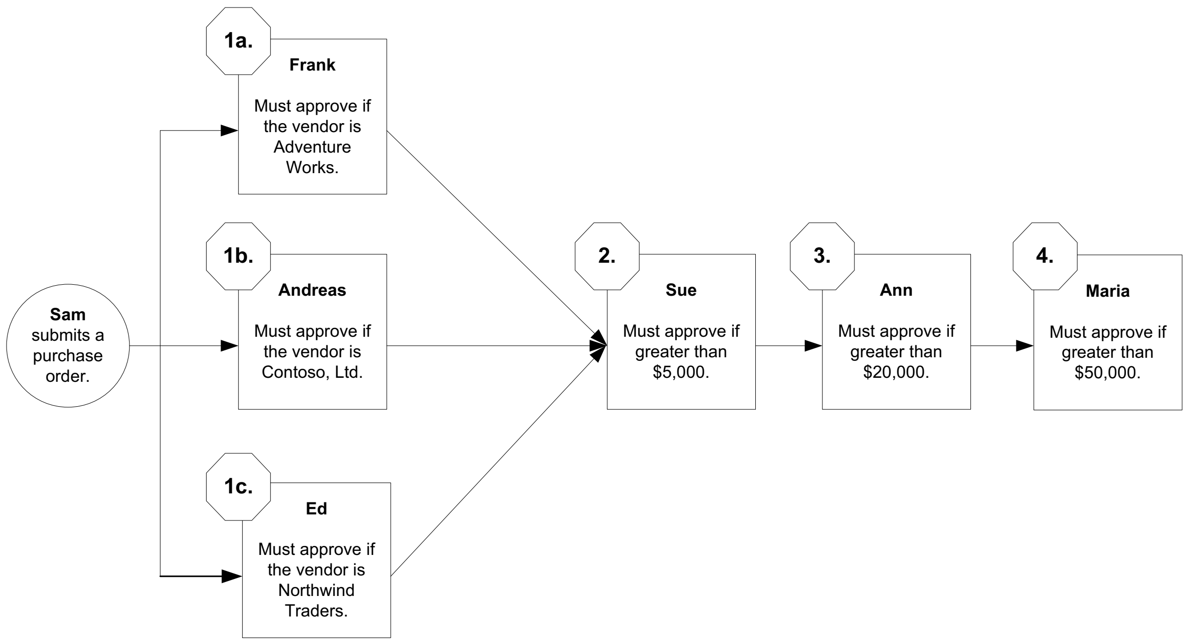


To understand how a document moves through this workflow, assume that Sam submits a purchase order totalling $7,000. This purchase order must be approved by Frank and Sue. Because the purchase order is not greater than $10,000, Ann's approval is not required.

After Sue approves the purchase order, it is given the Approved status. The purchase order can now be printed and shipments can be received.

Workflow with multiple first steps

The following example illustrates a workflow with multiple first steps. Based on the vendor, the purchase order will go to Frank, Andreas, or Ed.

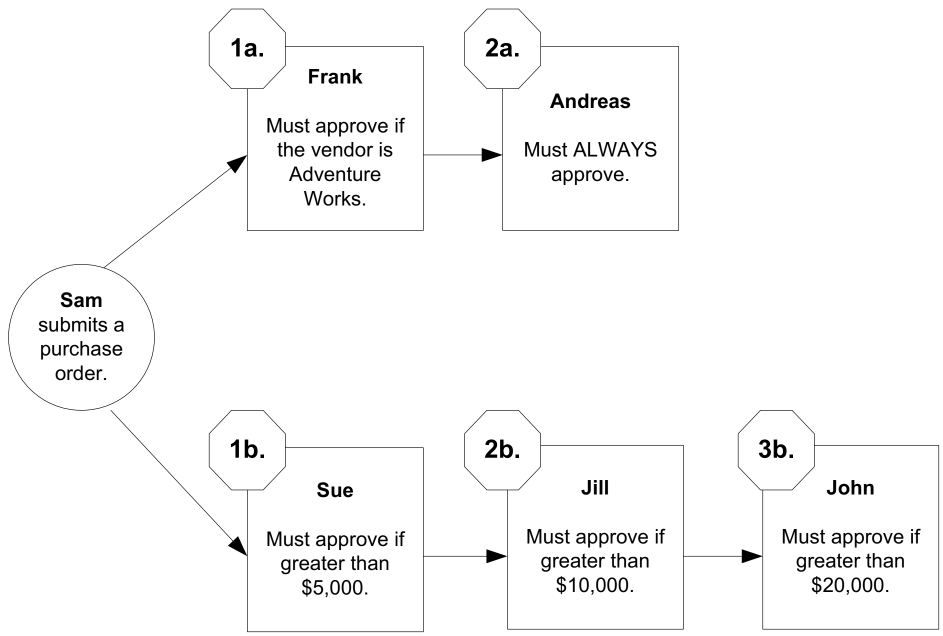


To understand how a document moves through this workflow, assume that Sam submits a purchase order for Northwind Traders totalling $6,000. This purchase order must be approved by Ed and Sue. Because the purchase order is not greater than $20,000, Ann and Maria are not required to approve it.

After Sue approves the purchase order, it is given the Approved status. The purchase order can now be printed and shipments can be received.

Workflow with multiple approval paths

The following example illustrates a workflow with two approval paths. The purpose of the top path (steps 1a and 2a) is to obtain approval for purchase orders for Adventure Works, a special vendor. The purpose of the bottom path (steps 1b, 2b, and 3b) is to obtain approval for purchase orders over specific amounts.

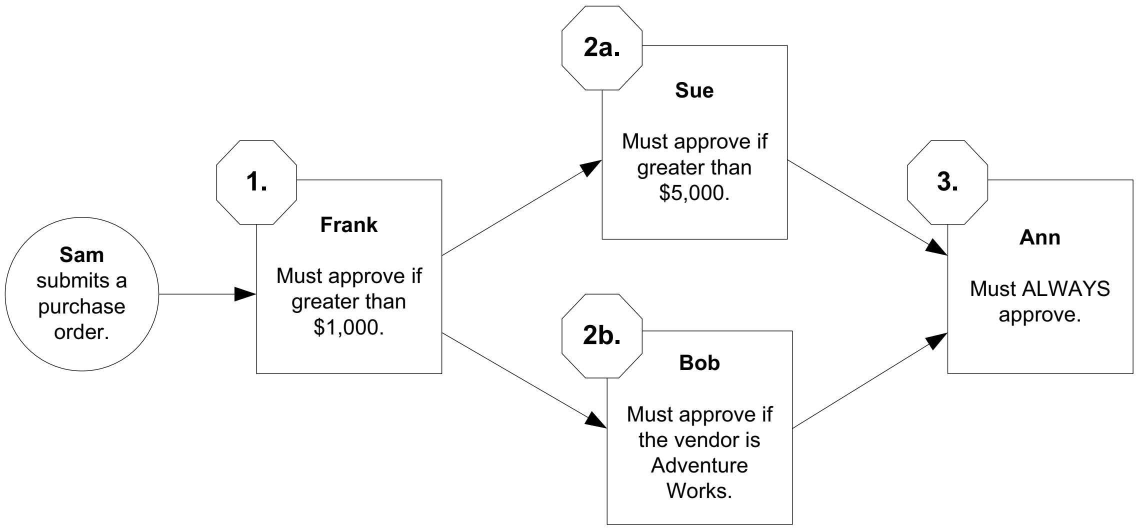


To understand how a document moves through this workflow, assume that Sam submits a purchase order for Adventure Works totalling $13,000. This purchase order will move through both approval paths simultaneously. In the top approval path, the purchase order must be approved by Frank and Andreas. In the bottom approval path, the purchase order must be approved by Sue and Jill. The purchase order won't be given the Approved status until all of those people approve it.

Now assume that Sam submits a purchase order for Northwind Traders for $13,000. This purchase order will move through the bottom approval path only. The purchase order must be approved by Sue and Jill.

Workflow with converging steps

The following example illustrates a workflow with converging steps. Notice that steps 2a and 2b converge at step 3.



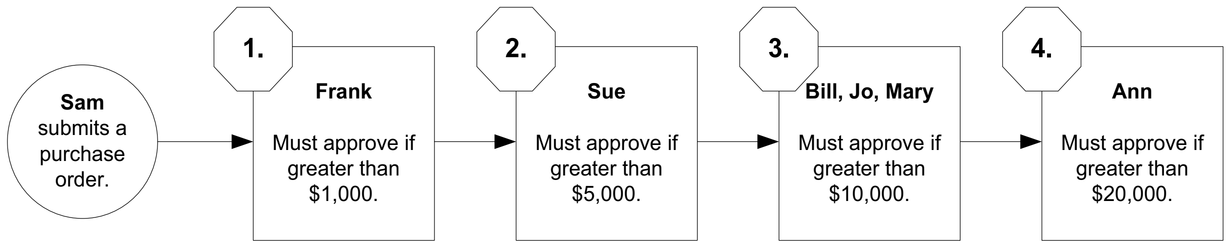
To understand how a document moves through this workflow, assume that Sam submits a purchase order for Adventure Works totalling $10,000. This purchase order is first assigned to Frank. When Frank approves the purchase order, it is then assigned to both Sue and Bob.

Both Sue and Bob must approve the purchase order before it can move on to Ann. This is because step 2a (Sue) and step 2b (Bob) converge at step 3 (Ann). For example, assume that Sue approves the purchase order first. The purchase order cannot be assigned to Ann until Bob approves it, as well. When Bob approves the purchase order, it can move on to Ann.

After Ann approves the purchase order, it is given the Approved status. The purchase order can now be printed and shipments can be received.

Workflow with multiple approvers in a step

The following workflow example has a step that requires approval from more than one person. Notice that Bill, Jo, and Mary are the approvers at step 3.



When you configure a step with multiple approvers, you can specify how many of the approvers at that step must approve the document. You can select one of the following options.

Take the first response

If you select this option, the action applied to the document, master record, or batch is determined by the first person who responds.

For example, assume that Sam has submitted a purchase order for $50,000 and it is currently at step 3 in the workflow. If Mary is the first person to respond to the document, the action she takes is applied to the document. For example, if she approves it, the document is sent to Ann for approval. If Mary rejects the document, it is given the status of Rejected and the workflow process is complete.

Majority must approve

If you select this option, the majority of the approvers must approve the document, master record, or batch in order for it to continue down the workflow approval path.

For example, consider the workflow previously illustrated. Assume that Sam has submitted a purchase order for $50,000 and it is currently at step 3 in the workflow. If two of the three approvers approve the document, it is sent to Ann for approval. If two of the three approvers reject the document, it is given the status of Rejected and the workflow process is complete.

All must approve

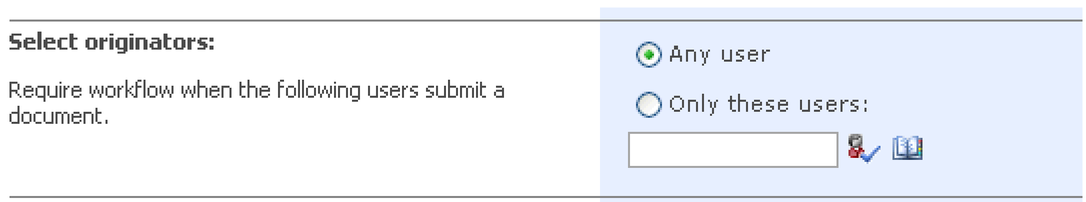
If you select this option, all of the approvers must approve the document, master record, or batch in order for it to continue down the workflow approval path.

For example, consider the workflow previously illustrated. Assume that Sam has submitted a purchase order for $50,000 and it is currently at step 3 in the workflow. If all of the approvers (Bill, Jo, and Mary) approve the document, it is sent to Ann for approval. If one person rejects the document, it is given the status of Rejected and the workflow process is complete.

Workflow where an approver is an originator

Approvers have permission to submit documents, master records, or batches for approval. For example, Sue, an approver in the purchase order approval workflow, can submit purchase orders for approval.

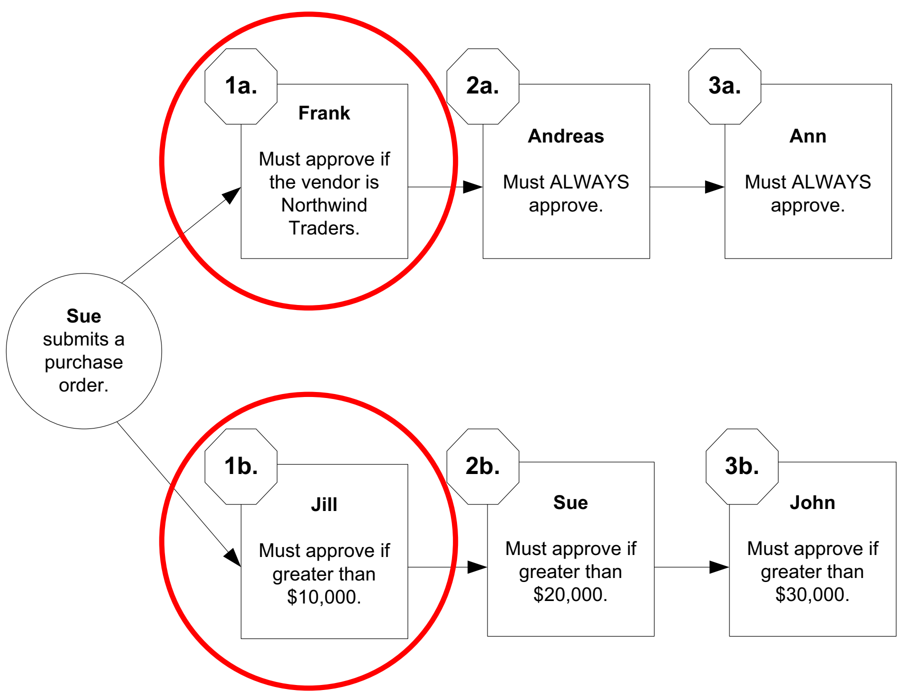
The way in which Sue's purchase orders are routed through the workflow depends on the selections made in the **Select originators** area of the Configure Workflow page on the Workflow web site.



In the **Select originators** area, you specify who is allowed to submit documents, master records, or batches for approval. You can allow any user to submit documents, master records, or batches, or you can allow only specific users. Regardless of which option you select, approvers will *always* be able to submit documents, master records, or batches for approval. However, the option you select determines how an approver's document, master record, or batch is routed through the workflow.

Any user

Suppose the **Any user** option is selected on the Configure Workflow page. This means that when Sue submits a document for approval, the workflow approval process starts at the first steps of the workflow.



For example, assume that Sue submits a purchase order for Northwind Traders totalling $30,000. The system starts by evaluating the first steps to determine if approval is required there. Since the purchase order meets the conditions specified in both first steps, it is sent to Frank and Jill for approval.

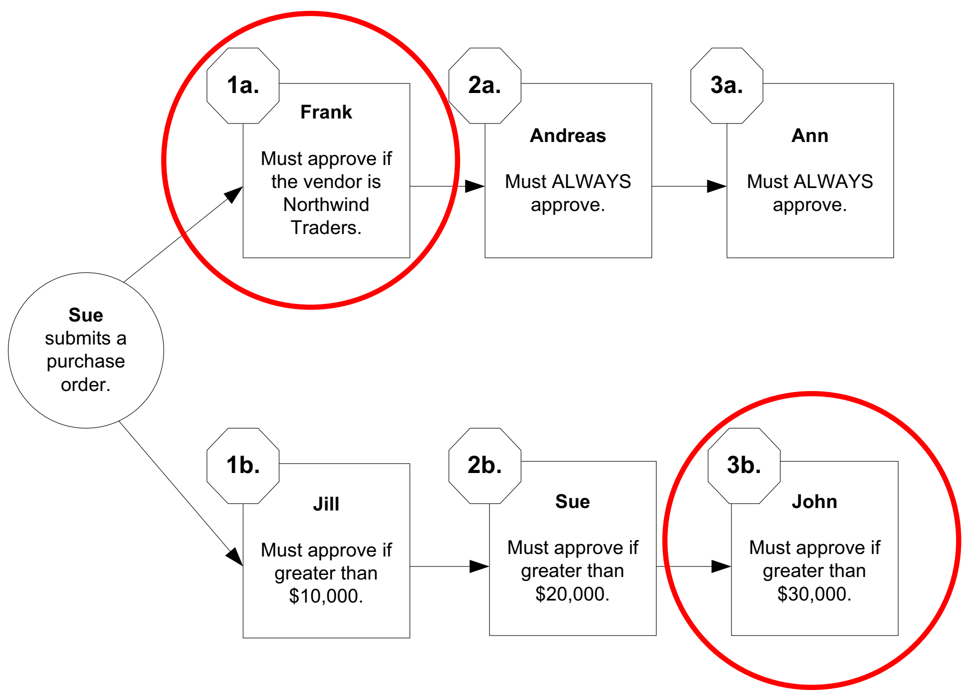
When Frank and Jill approve the purchase order, it is assigned to Andreas and Sue. (Note that Sue will have to approve her own purchase order.) After Andreas and Sue approve the purchase order, Ann and John must approve it.

Only these users: approver is listed

Suppose the **Only these users** option is selected and Sue's name is listed in the field. This means that when Sue submits a document for approval, the workflow approval process starts at the first steps of the workflow, as shown in the previous illustration.

Only these users: approver is not listed

Suppose the **Only these users** option is selected and Sue's name is *not* listed in the field. This means that when Sue submits a document for approval, the workflow approval process starts at steps 1a and 3b.



To understand this better, review the top approval path. Because Sue is not part of this approval path, the system starts at the first step in the path and determines if approval is required there. From that point, the purchase order will move along the approval path as required.

Now review the bottom approval path. Because Sue is an approver in this approval path, the system will start at the step immediately following the step in which Sue is an approver. In this example, Sue is the approver at step 2b, so the system will start at step 3b and determine if approval is required there.

Part 3: Setup

This part of the documentation explains how to set up the Workflow system and create individual workflows.

- Chapter 10, "Plan the Workflow setup," provides a checklist to help guide you through the setup process.
- Chapter 11, "Select workflow types," gives a brief description of each type of workflow, and provides step-by-step instructions for selecting the types you want to use in your organization.
- Chapter 12, "Configure the Workflow calendar," explains what the Workflow calendar is and how to configure it.
- Chapter 13, "Configure a workflow," helps you create and configure a workflow.
- Chapter 14, "Configure a workflow step," explains how to define a specific step of a workflow.
- Chapter 15, "Activate the Workflow system," explains how to turn on the Workflow system in Microsoft Dynamics GP. Be sure to complete the setup procedures described in the previous chapters before you activate the Workflow system in Microsoft Dynamics GP. This way, the Workflow system is set up and ready for use when you activate it.
- Chapter 16, "Instruct users to set up their Workflow preferences," contains instructions you can give your users. These instructions will help users specify how and when they want to receive alert messages and delegate their workflow tasks.

Chapter 10: Plan the Workflow setup

Setting up the Workflow system is a complex process. The following information will help guide you through this process.

- *Setup checklist*
- *Prepare for the setup*
- *Access the Workflow web site*

Setup checklist

To set up the Workflow system, you'll need to complete several tasks. The following table lists the tasks you'll need to complete and the order in which you should complete them.

Task	Complete this task using
1. Select workflow types. By default, there are several types of workflows you can create. For example, you can create a purchase order workflow, a sales quote workflow or a General Ledger batch workflow. As part of setting up the Workflow system, specify which types your organization will use. For more information, see Chapter 11, "Select workflow types."	Workflow web site
2. Configure the Workflow calendar. Configure the Workflow calendar to show which days are work days and which days are non-work days for each of your companies. The Workflow system will count only the work days when calculating a task's due date. For more information, see Chapter 12, "Configure the Workflow calendar."	Workflow web site
3. Create workflows. Create and configure workflows, such as a purchase order workflow or a General Ledger batch workflow. For more information, see Chapter 13, "Configure a workflow."	Workflow web site
4. Activate the Workflow system in the back office. After you've completed the setup (described in the previous steps), turn on the Workflow system in Microsoft Dynamics GP. For more information, see Chapter 15, "Activate the Workflow system."	Microsoft Dynamics GP
5. Instruct users to set up their Workflow preferences. Direct your users to the Workflow web site, where they can specify how they want to receive workflow alert messages and delegate tasks. For more information, see Chapter 16, "Instruct users to set up their Workflow preferences."	Workflow web site

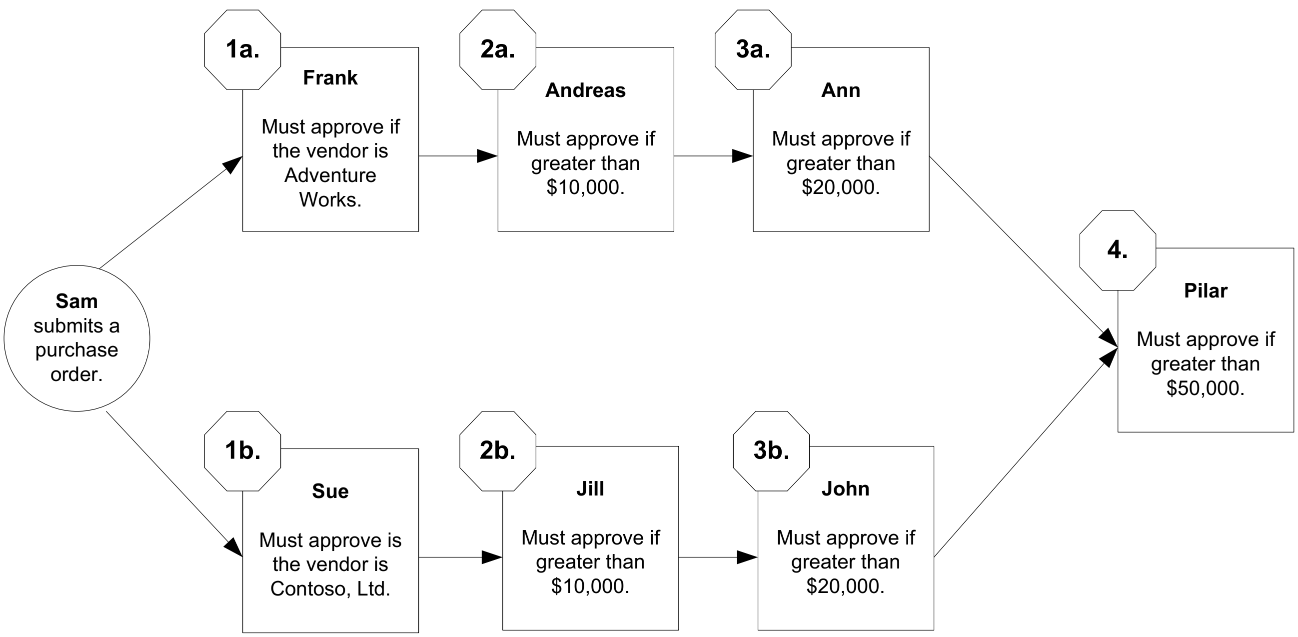
Prepare for the setup

The best way to prepare for setting up the Workflow system is to create diagrams illustrating the workflows you want to create. We recommend you draw each workflow using a software program such as Microsoft Office Visio®, or by simply using pen and paper.

Your diagrams should indicate:

- The order in which the workflow steps occur
- Who the approvers are at each step, and the conditions under which their approval is required

For example, your diagram may look similar to the following workflow diagram.



Access the Workflow web site

You'll use the Microsoft Dynamics Workflow web site to complete many setup procedures. This site is built on Office SharePoint Server or Windows SharePoint Services and can be accessed in multiple ways.

Access from your web browser

You can access the Workflow web site through your Internet Explorer browser. The Workflow web site's address is configured during the Workflow installation. The default address is:

http://*ServerName*/sites/DynamicsGPWorkflow

ServerName is the name of the web server on which Workflow is installed.

Access from Microsoft Dynamics GP

You can access the Workflow web site from the Workflow Setup window (Microsoft Dynamics GP menu > Tools > Setup > Workflow Setup) by clicking the Workflow Administration button.

Chapter 11: Select workflow types

As part of setting up the Workflow system, you need to select which types of workflows each company will use. The following information will help you do so.

- *Types of workflows*
- *Select the workflow types you want to use*

Types of workflows

Each workflow you create will be based on a type. The type indicates the purpose of the workflow. By default, there are several types of workflows:

- Purchase order approval
- Sales quote approval
- Credit limit override approval
- Vendor approval
- General Ledger batch approval
- Payables Management batch approval
- Receivables Management batch approval
- Employee onboard approval
- Personnel maintenance approval
- Electronic signatures

As part of setting up the Workflow system, you need to select which types each company will use. For more information about each type, see Chapter 3, "Workflow types."

Select the workflow types you want to use

By default, there are several types of workflows. Use the following steps to select which types each company will use.

1. Go to the Workflow web site.

2. Click **Administration** on the Quick Launch. The Workflow List page is displayed.

3. Click **Select Workflow Types to Use**. The Select Workflow Types to Use page is displayed.

4. Select a company from the **Current Company** list in the upper-right corner of the page.

5. Select the check box for each type of workflow the company will use.

6. Specify a manager (or managers) for each type of workflow. The workflow manager (and the Workflow administrator) will be able to create and configure workflows of that type.

   Keep in mind, you can specify a manager for each type of workflow—even the types you did not select. For example, suppose you're not ready to implement a sales quote workflow in your company at this time, so you don't select the **Sales Quote Approval** check box on this page. You can, however, specify a manager for that type of workflow. The manager will be able to create a sales quote workflow. The sales quote workflow won't be used until you:

   - Select the **Sales Quote Approval** check box on this page.

   - Select the **Activate** option for the sales quote workflow. For more information, see *Activate the workflow* on page 60.

   - Turn on the Workflow system in Microsoft Dynamics GP. For more information, see Chapter 15, "Activate the Workflow system."

7. Click **Save**.

Repeat these steps for each company that will use Workflow.

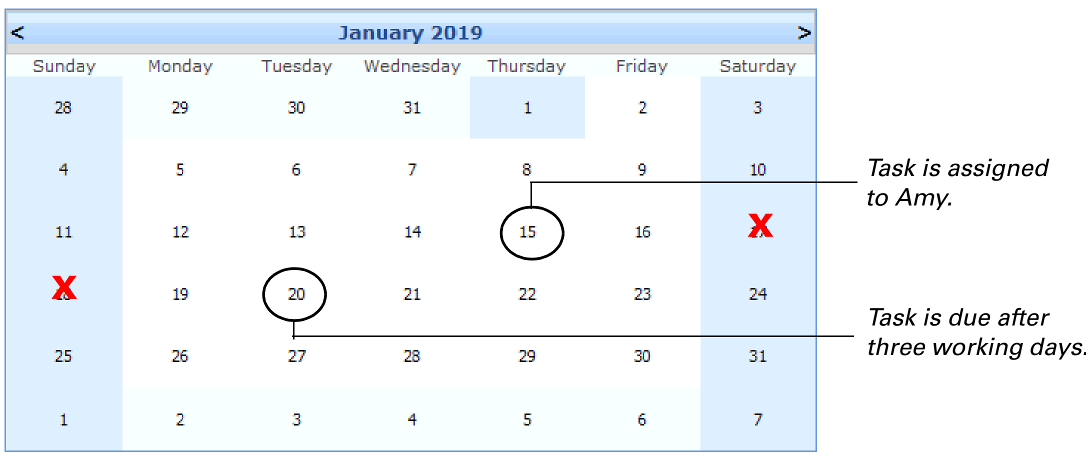
Chapter 12: Configure the Workflow calendar

As part of setting up the Workflow system, you need to configure a Workflow calendar for each of your companies. The following sections explain what the Workflow calendar is and how to configure it.

Overview of the Workflow calendar

The Workflow calendar shows which days are work days and which are non-work days. The Workflow system will count only the work days when calculating a task's due date.

For example, suppose you've configured a purchase order workflow and have given Amy, the purchasing manager, three days to act on her workflow tasks. Using the Workflow calendar below, if Amy is assigned a purchase order on Thursday, she'll have until the end of Tuesday to approve or reject the purchase order. This is because Saturday and Sunday are not counted toward the task's due date.



For instructions about how to configure the Workflow calendar, see Configure the Workflow calendar on page 58.

Configure the Workflow calendar

The Workflow calendar shows which days are work days and which are non-work days. The Workflow system will count only the work days when calculating a task's due date.

Use the following steps to configure the Workflow calendar.

1. Go to the Workflow web site.
2. Click **Administration** on the Quick Launch. The Workflow List page is displayed.
3. Click **Modify Workflow Calendar**. The Workflow Calendar page is displayed.
4. Select a company from the **Current Company** list in the upper-right corner of the page.
5. Select the check box for each day that is typically a work day in your company.
6. Review the calendar. The selected month's work days are displayed in white. The non-work days are shaded. Click on a day to change its status. For example, if you click on a work day, it will become a non-work day and will appear shaded.
7. Click **Save**.

Repeat this procedure for each company that will use Workflow.

Chapter 13: Configure a workflow

Creating and configuring a workflow is a complex process. The first section in this chapter provides the procedure you'll need to follow to create and configure a workflow. The remaining sections provide details about each step in the procedure.

- *Procedure for creating and configuring a workflow*
- *Select the type of workflow to create*
- *Name the workflow*
- *Activate the workflow*
- *Select originators*
- *Give read-only access*
- *Set up the workflow steps*
- *Indicate if documents should be approved by at least one person*
- *Specify an alternate final approver*
- *Indicate whether approvers can manually delegate tasks*
- *Indicate what should happen when a task is overdue*
- *Indicate if you want to send alert messages*

Procedure for creating and configuring a workflow

To create and configure a workflow, do the following:

1. Go to the Workflow web site.
2. Click **Administration** on the Quick Launch. The Workflow List page is displayed.
3. Select a company from the **Current Company** list in the upper-right corner of the page.
4. Click **New Workflow**. The Select Workflow Type page is displayed.
5. *Select the type of workflow to create*.
6. *Name the workflow*.
7. *Activate the workflow*.
8. *Select originators*.
9. *Give read-only access*.
10. *Set up the workflow steps*.
11. *Indicate if documents should be approved by at least one person*.
12. *Specify an alternate final approver*.
13. *Indicate whether approvers can manually delegate tasks*.
14. *Indicate what should happen when a task is overdue*.
15. *Indicate if you want to send alert messages*.

Select the type of workflow to create

On the Select Workflow Type page, click the type of workflow you want to create. For more information about each type of workflow, see Chapter 3, "Workflow types."

After you select the type of workflow you want to create, the Configure Workflow page is displayed. Use this page to define the properties of the workflow.

Name the workflow

Enter a unique name for the workflow. We recommend that the name include your company name and the type of document, master record, or batch the workflow is for. For example, if you're configuring a workflow for purchase orders created in the Fabrikam sample company, you may want to name the workflow "Fabrikam Purchase Orders."

*The **Copy this workflow** link helps you copy an existing workflow from one company to another company. For more information, see Copy a workflow on page 85.*

Activate the workflow

You can create multiple workflows of a specific workflow type. For example, you can create multiple purchase order workflows. However, only one workflow of that type can be used at a time. The **Activate workflow** option indicates which workflow of that type will be used.

Activate

Select the **Activate workflow** option to make the workflow you're configuring the active workflow. If there is already an active workflow of this type, you'll need to deactivate that workflow first, before activating this workflow.

Keep in mind that even though you may select the **Activate workflow** option, the workflow won't be used until you:

- Select the corresponding workflow type on the Select Workflow Types to Use page. For example, if you want to use a purchase order workflow, the **Purchase Order Approval** type must be selected on the Select Workflow Types to Use page. For more information, see *Select the workflow types you want to use* on page 55.

- Turn on the Workflow system in Microsoft Dynamics GP. For more information, see Chapter 15, "Activate the Workflow system."

Deactivate

Select the **Deactivate workflow** option if you're creating a workflow that you don't want to use right now. For example, suppose you're configuring a new purchase order workflow. You may not want to implement this workflow in your company just yet, so you would select the **Deactivate workflow** option.

*Before deactivating an existing workflow, you may want to verify that all documents submitted to the workflow have been processed. The **Active Documents** link will help you determine if all documents have been processed.*

For more information about deactivating a workflow, see *Deactivate a workflow* on page 90.

Select originators

Specify who the originators are for this workflow. For example, if you're creating a purchase order workflow, you must specify who can submit purchase orders for approval.

Any user If you select this option, any user who creates a purchase order can submit it for approval.

Only these users If you select this option, only the users that you specify can submit purchase orders for approval. Users who are not specified as originators can create purchase orders (provided that they have access to the Purchase Order Entry window in Microsoft Dynamics GP), but they will not be able to submit the purchase orders for approval.

Keep in mind, approvers always can submit documents, master records, and batches for approval. These options do not affect their ability to submit documents, master records, and batches for approval. For more information, see *Workflow where an approver is an originator on page 46.*

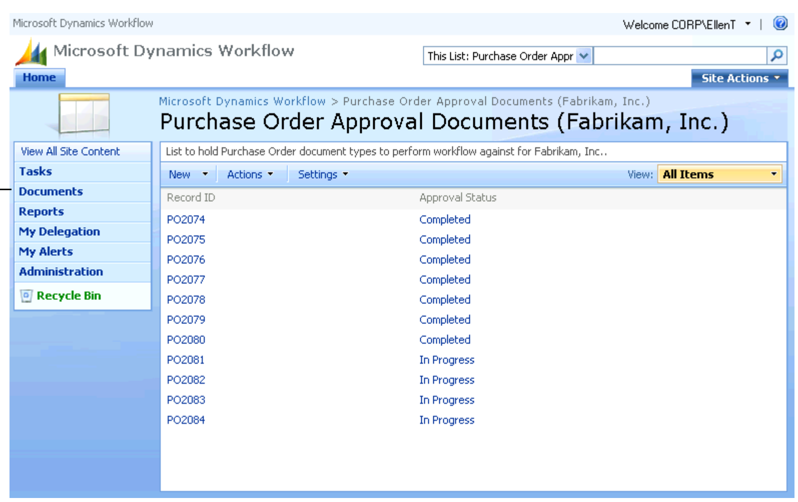
Give read-only access

If you'd like to give a user who is not involved in the workflow the ability to view documents, *master* records, or batches submitted for approval, enter that user's name in the **Give ready-only access** area of the Configure Workflow page.

For example, assume that you're configuring a purchase order workflow. Your warehouse manager, Ellen, is not part of the workflow; however, Ellen needs to view purchase orders so that she can prepare for shipments that will be arriving in the warehouse. To give Ellen the ability to view purchase orders submitted to the Workflow system, enter Ellen's name in the **Give read-only access** area of the page.

Ellen will be able to view purchase orders in the **Documents** area of the Workflow web site.

Ellen will be able to view purchase orders in the ***Documents*** *area.*

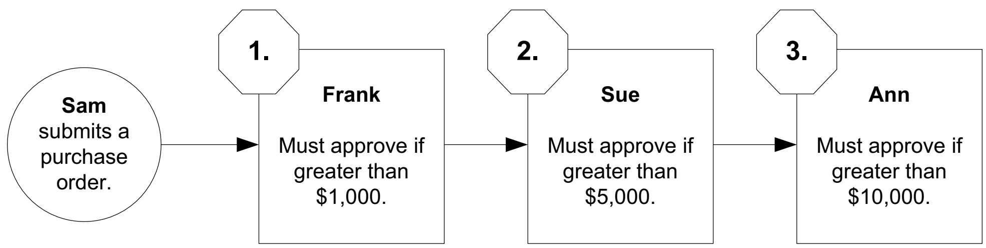


Set up the workflow steps

Click the **Add Workflow Step** button to add a step to this workflow. For instructions on how to configure a step, see Chapter 14, "Configure a workflow step."

Indicate if documents should be approved by at least one person

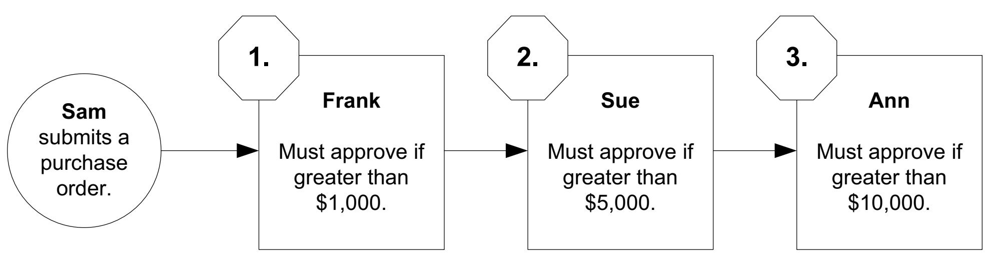
There may be cases when a document does not require approval. For example, consider the following workflow. If Sam submits a purchase order for $100, no approval is needed because the purchase order does not meet any of the conditions specified in the workflow steps. In this scenario, the purchase order will be saved automatically with a status of No Approval Needed.



If you want documents to be approved by at least one person, select the **Always require at least one approver** check box. Documents that do not meet any of the specified conditions will be routed to the approver in the first step in the workflow. Using the illustration above, Sam's purchase order for $100 will be routed to Frank for approval. When Frank approves the purchase order, the purchase order is given the status of Approved, and the workflow process is complete.

Specify an alternate final approver

The *final approver* is the last person in the approval path who is required to approve a document, master record, or batch. For example, assume that Sam submits a purchase order for Northwind Traders totalling $7,000. This purchase order must be approved by Frank and Sue. Because the purchase order is not greater than $10,000, Ann's approval is not required. In this scenario, Sue is the final approver.



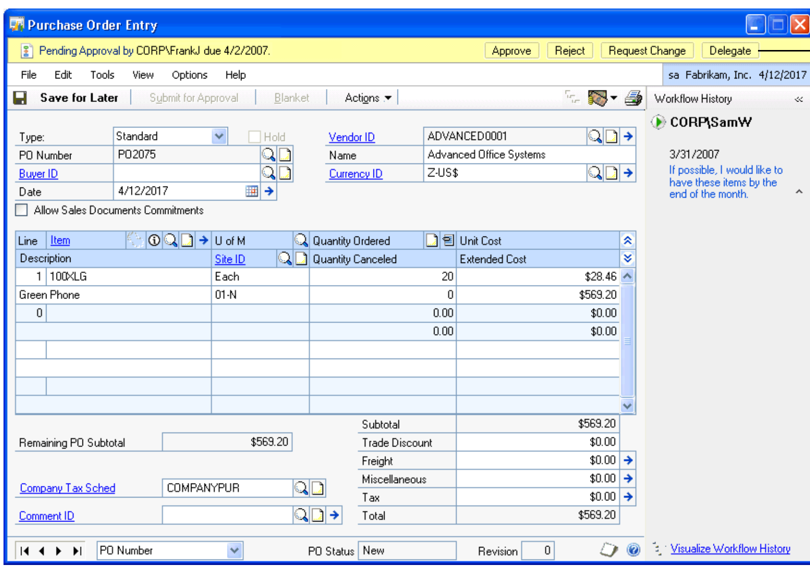
You may not want final approvers to "final approve" their own documents, master records, or batches, or those that they have edited. If so, enter the name of an alternate final approver in the **Specify alternate final approver** area of the Configure Workflow page.

To better understand when the alternate final approver is used, assume that Sue edits the $7,000 purchase order that Sam submitted. Sue increases the quantity of items requested so that the purchase order now totals $8,000. She then approves the document. Sue typically would be the final approver (because the document is not more than $10,000). However, because Sue edited the document, she can't final approve it. The document will be sent to the alternate final approver for approval.

Indicate whether approvers can manually delegate tasks

To allow an approver to manually delegate a task to another approver in the workflow, select the **Allow approver to manually assign workflow tasks to someone else** check box.

For example, assume that Frank is reviewing a purchase order. If the **Allow approver to manually assign workflow tasks to someone else** check box has been selected, Frank will be able to delegate the purchase order to another approver in the workflow.



*If the **Allow approver to manually assign workflow tasks to someone else** check box has been selected, Frank will be able to delegate this purchase order.*

For more information about delegating tasks, see *Delegation* on page 38.

Indicate what should happen when a task is overdue

When an approver fails to act on a task by the task's due date, the task is considered overdue, or escalated. Indicate what should happen to overdue tasks by selecting one of the following options:

Take no action Select this option if you want the task to remain assigned to the current approver.

Delegate to next approver Select this option if you want the system to automatically assign the task to the next approver in the workflow.

Delegate to Select this option if you want the system to automatically assign the task to a specific user. You must enter the name of the user you want the task assigned to.

Have system automatically Select this option if you want the system to automatically act on the task. Indicate whether the system should approve or reject the task.

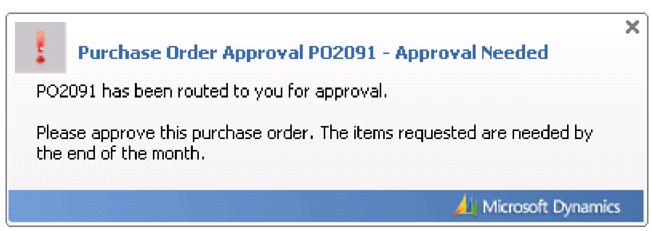
Indicate if you want to send alert messages

You can send alert messages to users when workflow tasks are assigned to them, or when documents, master records, or batches they've submitted have completed workflow approval processes. Review the following information to set up the default alert message settings.

Keep in mind, users can specify how and when they want to receive alert messages. The preferences they specify will override the default settings you select here. For more information about how users can specify their preferences, see *Chapter 16, "Instruct users to set up their Workflow preferences."*

Microsoft Dynamics desktop alerts

Select the **Send a Microsoft Dynamics desktop alert** check box to send desktop alert messages. A desktop alert message is displayed in Microsoft Dynamics GP and states the task the user must complete, or provides information about the status of the document, master record, or batch the user submitted for approval.



Users will see desktop alert messages when they have Microsoft Dynamics GP open on their computers. If they do not have Microsoft Dynamics GP open, they will not see the alert messages.

E-mail alerts

You can send e-mail messages to users when workflow tasks are assigned to them, or when documents, master records, or batches they've submitted have completed workflow approval processes. You must select how often you want e-mail messages sent to users. Select one of the following options:

Send an immediate e-mail Select this option to send e-mail messages to users immediately after workflow tasks have been assigned to them, or when documents, master records, or batches they've submitted have completed workflow approval processes.

Keep in mind, this means approvers will receive one e-mail message for each task assigned to them. Similarly, originators will receive one e-mail message for each document, master record, or batch they submitted.

Send a daily e-mail summary Select this option to send daily e-mail messages to users.

Specify what time you want daily e-mail messages sent. Then indicate if the message should list all tasks assigned to the user, or only new tasks—that is, those tasks assigned to the user since the last daily e-mail message was sent.

Send a weekly e-mail summary Select this option to send weekly e-mail messages to users.

Specify the day and time you want weekly e-mail messages sent. Then indicate if the message should list all tasks assigned to the user, or only new tasks—that is, those tasks assigned to the user since the last weekly e-mail message was sent.

.

Chapter 14: Configure a workflow step

As part of configuring a workflow, you'll need to define the specific steps in the workflow. The first section in this chapter provides the procedure you'll need to follow to configure a workflow step. The remaining sections provide details about the procedure.

- *Procedure for configuring a workflow step*
- *Name the step*
- *Specify where this step should occur*
- *Specify a step type*
- *Specify when approval or action is required at this step*
- *Specify what should happen when the conditions aren't met at this step*
- *Select approvers*
- *Set a time limit*
- *Specify when to send carbon copies*

Procedure for configuring a workflow step

To configure a workflow step, do the following:

1. From the Configure Workflow page, click the **Add Workflow Step** button. The Configure Workflow Step page is displayed.

2. *Name the step*.

3. *Specify where this step should occur*.

4. *Specify a step type*.

5. *Specify when approval or action is required at this step*.

6. *Specify what should happen when the conditions aren't met at this step*.

7. *Select approvers*.

8. *Set a time limit*.

9. *Specify when to send carbon copies*.

Name the step

Enter a unique name for the step. We recommend that you keep the step names simple, such as *Step 1* and *Step 2*, or *Purchasing Manager Approval* and *CEO Approval*. Keeping the step names simple will help you manage the order in which they occur.

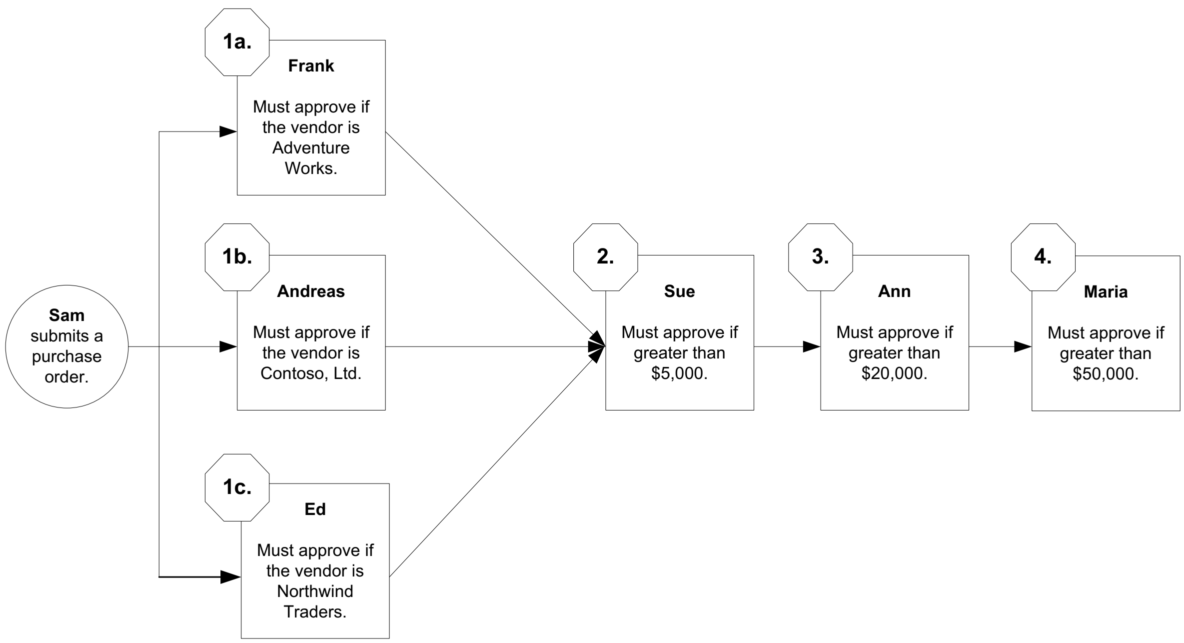
Specify where this step should occur

You must specify where this step should occur in the workflow.

First step in the workflow

If this step is the first step in the workflow, select **This step is a first step**.

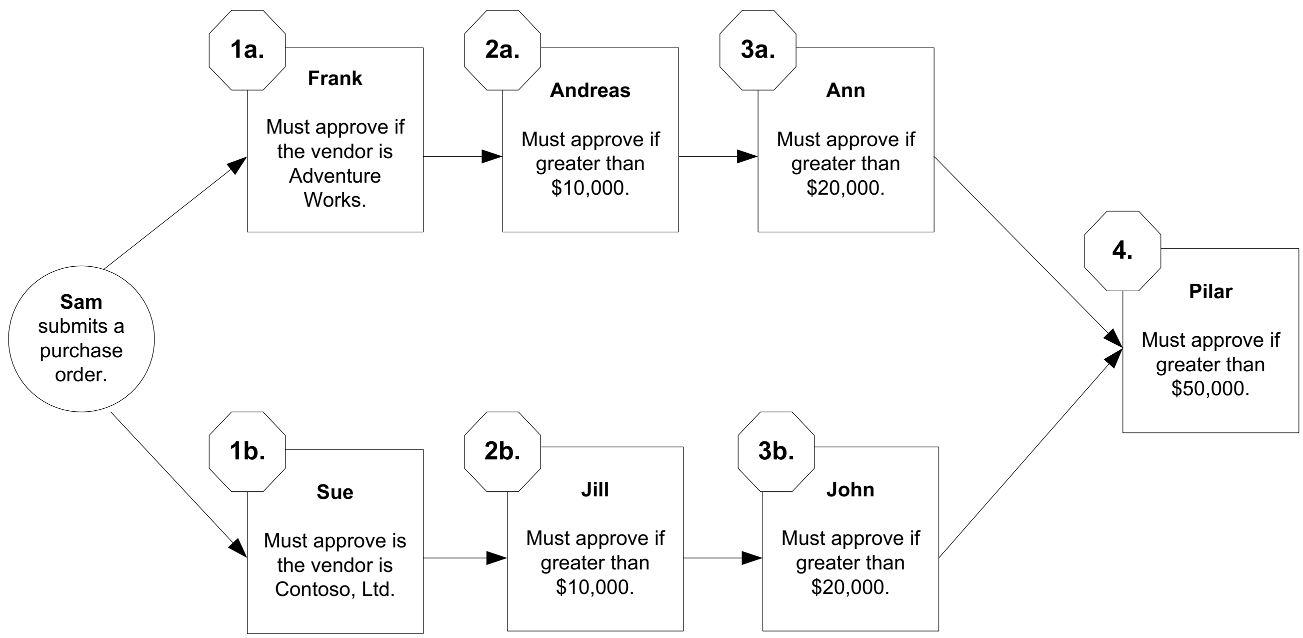
Keep in mind, you can have multiple first steps. For example, review the following workflow illustration. Notice that steps 1a, 1b, and 1c are all first steps.



Subsequent step in the workflow

If this step is *not* a first step, select **This step follows the selected step(s)**. Then select the workflow step that this step should follow.

The step you're configuring may follow multiple steps. For example, consider the following workflow illustration. Notice that step 4 follows both step 3a and step 3b.



Specify a step type

You must specify a step type.

Approval

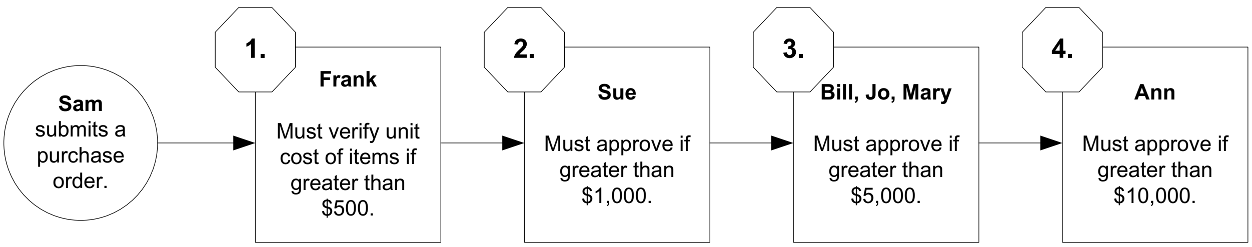
If this step requires that a user must give approval as part of the workflow process, select **Approval**.

Action

If this step requires that a user must complete a procedure as part of the workflow process, select **Action**.

After you select Action, you can enter a description of the action to be taken such as performing a credit check on a customer, or contacting the Better Business Bureau to get a rating on a vendor prior to doing business with them. The description you enter is displayed on notifications, indicating the action that needs to be taken.

For example, assume that your company requires verification of the unit cost of each item on a purchase order before the purchase order can be approved. Sam has submitted a purchase order for $5,000. Frank must perform an action step of verifying the unit costs of the items on the purchase order before Sue can start the approval process.



Specify when approval or action is required at this step

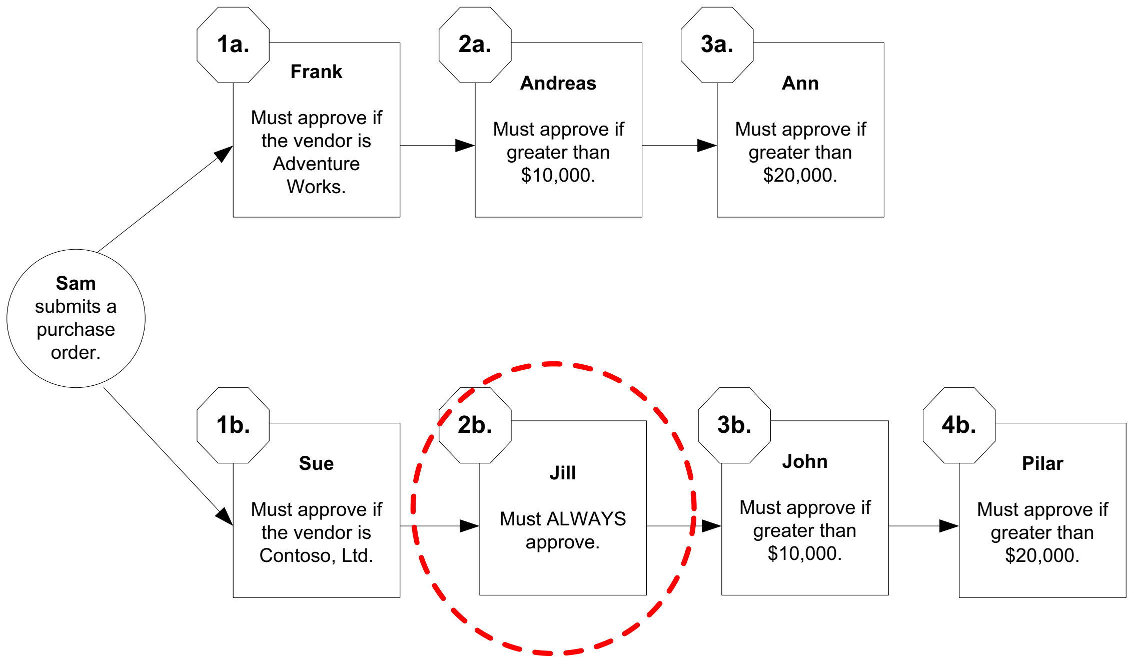
You must specify when approval or an action is required at this step. Approval or an action may be required always, or only under specific conditions.

Approval or action is always required

If approval or action is always required at this step, select the **Always** option.

Keep in mind, if you select **Always**, it doesn't mean that this step will *always* occur in the workflow; rather, it means that any document, master record, or batch *that reaches this step* must always be approved or the action be completed.

To understand this better, consider the following workflow illustration. There are two approval paths for purchase orders: one for purchase orders for Adventure Works, the other for purchase orders for Contoso, Ltd. Notice that when a purchase order for Contoso, Ltd. reaches step 2b, Jill's approval is always required. Purchase orders for Adventure Works will never reach step 2b, so Jill's approval is not required in those situations.



Approval or action is required under specific conditions

If approval or an action at this step is required only under specific conditions, select the **Only** option. Then specify the conditions under which approval or the action is required.

For example, consider the previous workflow diagram. Notice that Frank's approval is required only when the vendor on the purchase order is Adventure Works. Similarly, Ann's approval is required only when the purchase order is greater than $20,000.

Here are some tips to keep in mind when entering a condition:

- The condition that you enter is case-sensitive. For example, if you're entering a condition where the vendor ID is ADVENWORK001, be sure to enter **ADVENWORK001**, not **advenwork001**.
- If you're entering a condition for a batch approval workflow, keep in mind that clearing batches don't have batch totals. For example, a clearing batch will never meet a condition where the batch total is greater than $1.
- If you're entering a condition for a batch approval workflow, you can create a condition based on the batch origin. For example, you can create a condition where the batch origin is General Entry.

The following table lists the supported batch origins for each type of workflow.

Type of workflow	Supported batch origins	How you must enter the origin name
General Ledger batch approval	General Entry Clearing Entry	GL_Normal GL_Clearing
Payables Management batch approval	Payables Trx Entry Payment Entry Computer Checks	PM_Trxent PM_Payment XPM_Cchecks
Receivables Management batch approval	Receivables Sales Entry Receivables Cash Receipts	RM_Sales RM_Cash

- When entering a condition that contains a percentage value, be sure the percentage value is less than 1. For example, assume you're creating a credit limit override approval workflow. To enter a condition where the line markdown percentage is 50%, you should enter the percentage value as **.50**.

- When entering a condition that contains an amount, be sure the amount value is greater than 1. For example, assume you're creating a sales quote approval workflow. To enter a condition where the document amount is $10,000, you should enter the amount value as **10000**.

- If the condition you're entering is based on the **Line Markdown Amount** or **Line Markdown Percent** field, you need to be particularly careful when entering the condition. For example, assume you're creating a credit limit override approval workflow. To enter a condition where the line markdown percentage is greater than 50%, you should enter the following:

  Where Line Markdown Percent is greater than .50
  This statement ensures that the system checks for *percentage values* that are greater than 50%. However, this statement also means that the system will check for *amount values* that are greater than $0.50. To exclude amount values, be sure to enter the following statement.

  -And-

  Where Line Markdown Percent is less than and includes .99
  This statement ensures that the system excludes amount values that are greater than $0.99.

  Together, these two statements ensure that the system checks for discounts between 51% and 99%.

Specify what should happen when the conditions aren't met at this step

If approval or an action at this step is required only under specific conditions, you need to specify what should happen when the conditions aren't met. You can do one of two things:

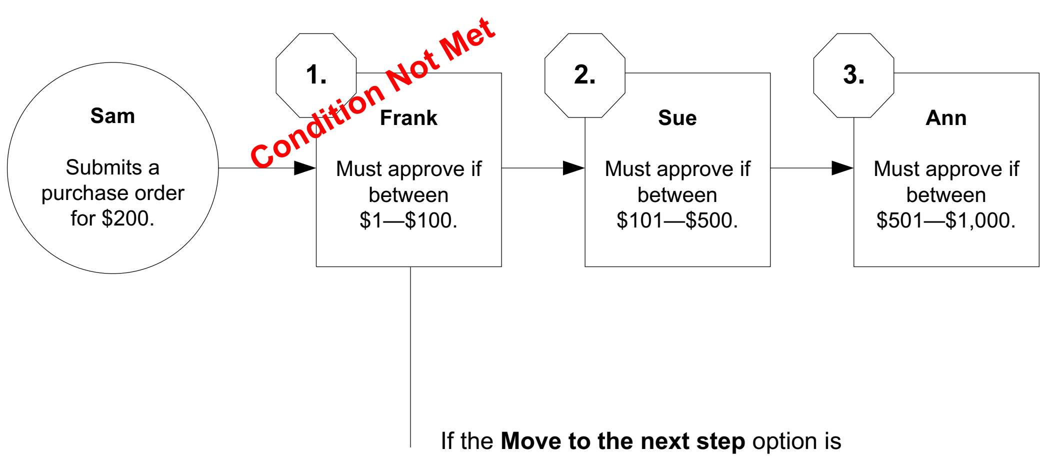
Select the "Move to the next step" option If you select this option, the system will move on to the next step in the workflow and determine if approval is required there.

Don't select the "Move to the next step" option If you don't select this option, the workflow approval process will end.

For example, assume that Sam has submitted a purchase order totalling $200. The system evaluates step 1 to determine if approval is required there. Since the purchase order does not meet the condition specified (the amount does not fall within the specified range), Frank's approval is not required.

At this point in the workflow, the system will check to see if the **Move to the next step** option is selected for step 1.

- If the **Move to the next step** option is selected, the system will move on to step 2 and determine if approval is required there. In this example, the purchase order does meet the condition specified at step 2, so Sue's approval would be required.
- If the **Move to the next step** option isn't selected, the purchase order will be saved with a status of No Approval Needed because it did not meet the condition specified at step 1.



If the **Move to the next step** option is selected, the system will move on to step 2 to determine if approval is required there.

If the **Move to the next step** option is not selected, the purchase order will be saved with a status of No Approval Needed.

Select approvers

Specify who must approve the documents, master records, or batches that reach this step in the workflow. You can have one approver or multiple approvers. Enter the approvers' names in the **Identify approvers** field.

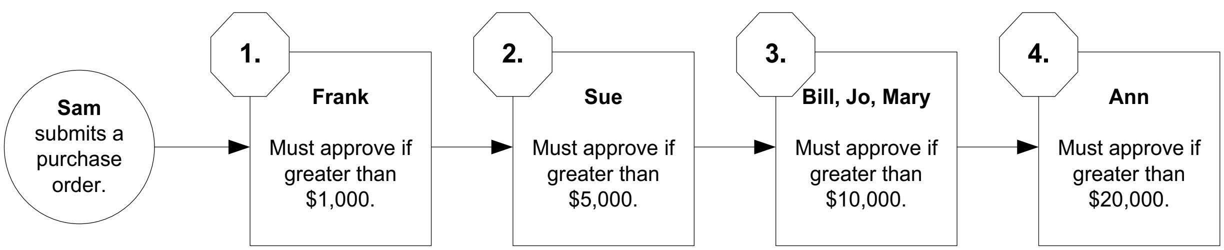
If you have one approver, that person will be responsible for approving all documents, master records, or batches that reach this step in the workflow.

If you have multiple approvers, you must specify how many of the approvers must approve the documents, master records, or batches that reach this step. Select one of the following options.

Take the first response

If you select this option, the action applied to the document, master record, or batch is determined by the first person who responds.

For example, assume Sam has submitted a purchase order for $50,000, and it is currently at step 3 in the workflow. If Mary is the first person to respond to the document, the action she takes is applied to the document. For example, if she approves it, the document is sent to Ann for approval. If Mary rejects the document, it is given the status of Rejected and the workflow process is complete.



Majority must approve

If you select this option, a majority of the approvers must approve the document, master record, or batch in order for it to continue down the workflow approval path.

For example, consider the workflow previously illustrated. Assume that Sam has submitted a purchase order for $50,000 and it is currently at step 3 in the workflow.

- If Bill and Jo are the first two approvers to respond—and they both approve the document—the document is sent to Ann for approval. Because a majority is reached, the system does not wait for Mary to respond.

- If Bill and Jo are the first two approvers to respond—and they both reject the document—the document is given the status of Rejected and the workflow process is complete. Because a majority is reached, the system does not wait for Mary to respond.

- If Bill approves the document and then Jo requests a change, the document is given the status of Pending Changes. Because a change is requested, the document is immediately sent back to the originator. The system does not wait for Mary to respond.

Keep in mind, if a workflow step has an even number of approvers, a majority must still approve the document, master record, or batch in order for it to continue down the workflow approval path. For example, suppose step 3 has four approvers (Bill, Jo, Mary, and Chris). Three approvers must approve the document in order for it to continue down the approval path. If two approvers approve the document, and two reject it, the document is given the Rejected status because a majority was not reached.

All must approve

If you select this option, all of the approvers must approve the document, master record, or batch in order for it to continue down the workflow approval path.

For example, consider the workflow previously illustrated. Assume that Sam has submitted a purchase order for $50,000 and it is currently at step 3 in the workflow. If all of the approvers (Bill, Jo, and Mary) approve the document, it is sent to Ann for approval. If one person rejects the document, it is given the status of Rejected and the workflow process is complete. If one person requests a change to the document, it is sent to Sam with a status of Pending Changes.

Set a time limit

A task is a document, master record, or batch assigned to an approver. Specify how many days the approver has to respond to the task—that is, approve or reject it. The number of days you enter will be used to calculate the task's due date.

For detailed information about how a task's due date is calculated, see *Overview of the Workflow calendar on page 57.*

If an approver fails to respond by the due date, the task is considered overdue, or escalated. The task will then be handled according to the option you selected in the **When a step is overdue** area of the Configure Workflow page. For more information, see *Indicate what should happen when a task is overdue* on page 64.

Specify when to send carbon copies

If you selected to send alert messages (as described in *Indicate if you want to send alert messages* on page 64), alert messages will be sent to users when tasks are assigned to them, or when documents, master records, or batches they submitted have completed workflow approval processes.

You also can send alert messages in the following situations. Alert messages that are sent in these situations are referred to as *carbon copies*.

Approved Select this check box to send an alert message when the approvers at this step approve a document, master record, or batch. Then specify who should receive the alert message.

Completed Select this check box to send an alert message when the approvers at this step completed the action for a document, vendor record, or batch. Then specify who should receive the alert message.

Assigned Select this check box to send an alert message when a document, master record, or batch is assigned to the approvers at this step. Then specify who should receive the alert message.

Change requested Select this check box to send an alert message when an approver at this step requests a change to a document, master record, or batch. Then specify who should receive the alert message.

Rejected Select this check box to send an alert message when the approvers at this step reject a document, master record, or batch. Then specify who should receive the alert message.

Delegated Select this check box to send an alert message when an approver at this step delegates a document, vendor record, or batch to another user. Then specify who should receive the alert message.

Escalated Select this check box to send an alert message when the approvers at this step fail to act on the document, master record, or batch. (The document, master record, or batch is considered escalated.) Then specify who should receive the alert message.

Chapter 15: Activate the Workflow system

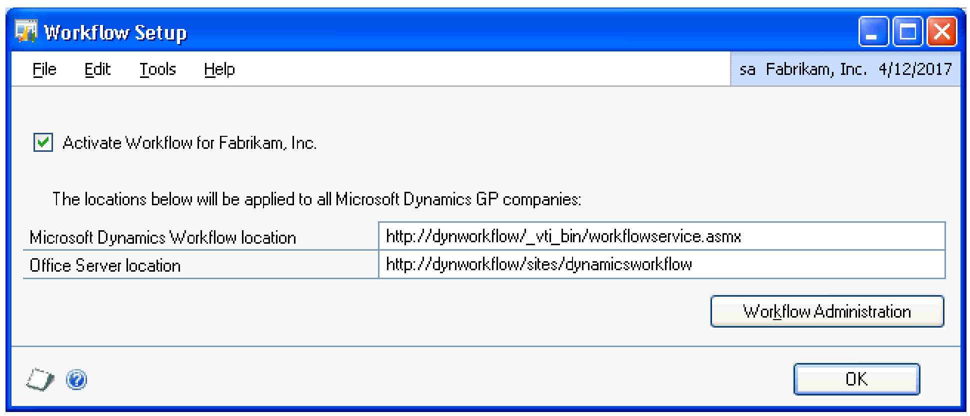
To turn on the Workflow system in Microsoft Dynamics GP, complete the following procedures:

- *Specify which companies will use Workflow*
- *Verify URLs*

Specify which companies will use Workflow

The Workflow system is activated on a per-company basis. Complete the following steps in Microsoft Dynamics GP to specify which companies will use Workflow.

1. Open the Workflow Setup window.
   Microsoft Dynamics GP menu > **Tools** > **Setup** > **Workflow Setup**



2. Select the **Activate Workflow for <*Company Name*>** check box.

   Selecting this option will activate the Workflow system for the company you are currently logged on to.

3. Click **OK**.

4. In order for the activation to take effect, restart Microsoft Dynamics GP.

To activate Workflow for another company, log on to the specific company and repeat the steps above.

Verify URLs

The Workflow Setup window contains information about your Workflow installation. This window has two fields:

- The **Microsoft Dynamics Workflow location** field contains the URL to the Workflow web service.
- The **Office Server location** field contains the URL to the Workflow web site.

The Workflow installation program should have entered the appropriate URLs in these fields. To verify that these URLs are correct, click the **Workflow Administration** button. Your browser should open, displaying the Workflow web site. If the Workflow web site is not displayed, use the following steps to enter the correct URLs.

1. Open the Workflow Setup window.
   Microsoft Dynamics GP menu > **Tools** > **Setup** > **Workflow Setup**

2. In the **Microsoft Dynamics Workflow location** field, enter the URL of the Workflow web service. The default URL is:

   http://*ServerName*/_vti_bin/WorkflowService.asmx

   ServerName is the name of the web server on which Workflow is installed.

3. In the **Office Server location** field, enter the URL of the Workflow web site. The default URL is:

   http://*ServerName*/sites/DynamicsGPWorkflow

   ServerName is the name of the web server on which Workflow is installed.

4. Click **Workflow Administration** to verify that the URLs are correct. Your browser should open, displaying the Workflow web site.

5. Go back to the Workflow Setup window and click **OK** to save your changes.

Chapter 16: Instruct users to set up their Workflow preferences

After you've activated the Workflow system in Microsoft Dynamics GP, instruct your users to set up their Workflow preferences. Users can specify how and when they want to receive alert messages, and they can delegate their workflow tasks to other users.

Configuring alert message settings

As part of creating a workflow, you specified how alert messages should be sent to users. Users can override the default settings you selected and specify their own preferences.

Have your users complete the following steps to specify how and when they want to receive alert messages.

1. Go to the Workflow web site.
2. Click **My Alerts** on the Quick Launch. The Workflow Alerts page is displayed.
3. Select a company from the **Current Company** list in the upper-right corner of the page.
4. Click a workflow type to configure your alert settings for that type. The Workflow User Alerts page is displayed.
5. Select the **Receive a Microsoft Dynamics Desktop Alert** check box to receive desktop alert messages when tasks are assigned to you, or when documents, master records, or batches you've submitted have completed workflow approval processes.
6. To receive e-mail alert messages, select one of the following options:

   Receive an immediate e-mail Select this option to receive e-mail messages immediately after workflow tasks have been assigned to you, or when documents, master records, or batches you've submitted have completed workflow approval processes.

   Keep in mind, this means you will receive one e-mail message for each task assigned to you, and one e-mail message for each document, master records, or batch you submitted.

Receive a daily e-mail summary Select this option to receive a daily e-mail message.

Specify what time you want daily e-mail messages sent to you. Then indicate if the message should list all tasks assigned to you, or only new tasks—that is, those tasks assigned to you since the last daily e-mail message was sent.

Send a weekly e-mail summary Select this option to receive a weekly e-mail message.

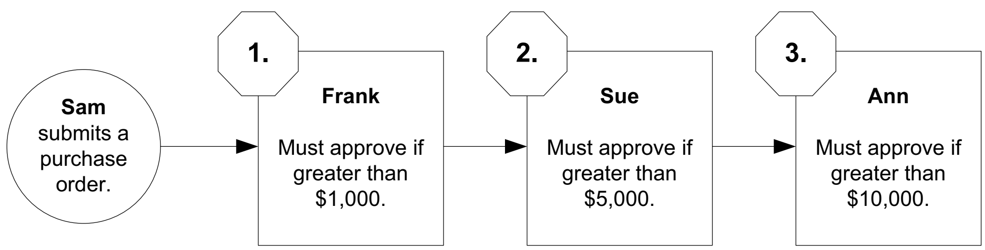
Specify the day and time you want weekly e-mail messages sent to you. Then indicate if the message should list all tasks assigned to you, or only new tasks—that is, those tasks assigned to you since the last weekly e-mail message was sent.

7. Click **OK**.

Repeat this procedure for each company you belong to.

Delegate tasks

Approvers can delegate, or reassign, their tasks to other approvers. For example, if Frank will be out of the office for a period of time, he can delegate his tasks to another approver in the workflow, such as Sue or Ann.



If users will be out of the office for a period of time, or will be unavailable to respond to tasks, have them delegate their tasks using the following steps.

1. Go to the Workflow web site.
2. Click **My Delegation** on the Quick Launch. The Workflow User Delegation page is displayed.
3. Select a company from the **Current Company** list in the upper-right corner of the page.
4. If you want to delegate all of your tasks, select the **Select all my workflows** check box.

   If you want to delegate only the tasks for a particular type of workflow, select the workflow type.

5. For each workflow type that you selected, specify who you want your tasks delegated to.

6. For each workflow type that you selected, specify when your tasks should be delegated by entering a starting and ending date.

7. Click **OK**.

Repeat this procedure for each company you belong to.

PART 4: MAINTENANCE AND TROUBLESHOOTING

Part 4: Maintenance and troubleshooting

This part of the documentation contains maintenance procedures you may need to perform, such as modifying or deactivating a workflow.

- Chapter 17, "Copy, modify, or delete a workflow," explains how to copy a workflow from one company to another, how to modify a workflow, and how to delete workflows you're no longer using.
- Chapter 18, "View documents and history," explains how to view documents and their workflow history.
- Chapter 19, "Deactivate a workflow," explains how to deactivate a workflow and turn off the Workflow system in Microsoft Dynamics GP.
- Chapter 20, "Change the Workflow web site URL," explains how to change the URL of the Workflow web site. You'll need to complete the procedures in this chapter after implementing Secure Socket Layer (SSL) or adding another Workflow web server to your configuration.
- Chapter 22, "Troubleshooting," provides information to help you troubleshoot issues with the Workflow system.

Chapter 17: Copy, modify, or delete a workflow

The following sections explain how to copy, modify, and delete a workflow.

- *Copy a workflow*
- *Modify a workflow*
- *Delete a workflow*

Copy a workflow

An easy way to create a new workflow is to copy an existing one and modify it, as necessary.

If you want to copy a workflow from one company to another, be sure that the type of workflow you want to copy is activated in the destination company. For example, if you want to copy a purchase order approval workflow from Fabrikam, Inc. to Adventure Works, the purchase order approval type must be activated for Adventure Works.

Use the following steps to copy an existing workflow.

1. Go to the Workflow web site.

2. Click **Administration** on the Quick Launch. The Workflow List page is displayed.

3. Select a company from the **Current Company** list in the upper-right corner of the page.

4. Click the workflow you want to copy. The Configure Workflow page is displayed.

5. In the **Name the workflow** area of the page, click **Copy this workflow**. The Copy Workflow page is displayed.

6. Enter a unique name for the workflow.

   We recommend that the name include your company name and the type of document, master record, or batch the workflow is for. For example, if you're configuring a workflow for purchase orders created in the Fabrikam sample company, you may want to name the workflow "Fabrikam Purchase Orders."

7. Select the company this workflow is for.

   You can copy this workflow to the company you are currently working in, or you can copy the workflow to another company.

8. Click **Save**.

Modify a workflow

Use the following steps to modify a workflow.

1. Go to the Workflow web site.

2. Click **Administration** on the Quick Launch. The Workflow List page is displayed.

3. Select a company from the **Current Company** list in the upper-right corner of the page.

4. Click the workflow you want to modify. The Configure Workflow page is displayed.

5. Modify the workflow, as necessary. For more information about each of the options on this page, see Chapter 13, "Configure a workflow."

6. Click **Save**.

Delete a workflow

To delete a workflow you're no longer using, use the following steps.

You must deactivate a workflow before you can delete it. For more information, see Chapter 19, "Deactivate a workflow."

1. Go to the Workflow web site.

2. Click **Administration** on the Quick Launch. The Workflow List page is displayed.

3. Select a company from the **Current Company** list in the upper-right corner of the page.

4. Click the **Delete** link for the workflow you want to delete.

Chapter 18: View documents and history

The following information explains how to view documents, master records, and batches that have been submitted to the Workflow system, and their workflow history.

- *View documents, master records, and batches*
- *View history*

View documents, master records, and batches

You can view documents, master records, and batches that have been submitted to the Workflow system in several areas of Microsoft Dynamics GP. For example, you can view a submitted purchase order in the Purchase Order Entry window or in purchase order lists.

You can also view documents, master records, and batches that have been submitted to the Workflow system on the Workflow web site. Use the following steps to view submitted documents, master records, and batches on the Workflow web site.

1. Go to the Workflow web site.

2. Click **Documents** on the Quick Launch. The Workflow Documents page is displayed.

3. Click a workflow type.

   The documents, master records, or batches submitted to that type of workflow are listed. To filter the documents listed on this page, select a view from the **View** menu.

   - If you select the **My Documents** view, the documents, master records, or batches that you submitted—and that are pending approval—are listed.

   - If you select the **All Items** view, all documents, master records, or batches submitted to this workflow are listed, regardless of who submitted them or their approval status.

   - If you select the **In Progress** view, all documents, master records, or batches pending approval are listed, regardless of who submitted them.

4. Click a document, master record, or batch to view details about it.

View history

You can view the workflow history of a document, master record, or batch by looking at the workflow history pane in certain Microsoft Dynamics GP windows. For example, to view the workflow history of a purchase order, open the Purchase Order Entry window in Microsoft Dynamics GP and view the workflow history pane.

You can also view the workflow history of a document, master record, or batch by using the Workflow web site. Use the following steps to view workflow history information on the Workflow web site.

1. Go to the Workflow web site.

2. Click **Documents** on the Quick Launch. The Workflow Documents page is displayed.

3. Click a workflow type. The documents, master records, or batches that you submitted—and that are pending approval—are listed.

4. From the **View** menu, click **All Items**. All documents, master records, or batches submitted to this workflow are listed, regardless of who submitted them or their approval status.

5. From the **View** menu, click **Modify this View**. The Edit View: <*Workflow Type*> page is displayed.

6. In the **Columns** area of the page, select the **Approval Status** check box.

7. Click **OK**.

8. An **Approval Status** column now appears on your page. To view the workflow history of a specific document, master record, or batch, click the status of that document, master record, or batch.

   The Workflow Status: Approval Status page is displayed. Workflow history information is shown at the bottom of the page.

Chapter 19: Deactivate a workflow

The following sections explain how to turn off a workflow, a workflow type, or the entire Workflow system.

About deactivating

Deactivating refers to turning off a workflow, a workflow type, or the Workflow system.

Before you deactivate a workflow, a workflow type, or the entire Workflow system, you may want to process the documents that are awaiting approval. To view a list of active documents, see *View documents, master records, and batches on page 87.*

Deactivate a workflow

When you deactivate a workflow, the following occurs:

- Documents, master records, or batches that are awaiting approval are given the status of Workflow Deactivated.

  For example, suppose you deactivate the purchase order approval workflow. Purchase orders that are awaiting approval are given the Workflow Deactivated status. These purchase orders no longer require approval and can be processed according to your company's business practices. For example, you can print the purchase orders and receive shipments.

- Any active tasks associated with the workflow are removed.

- The message bar and workflow history pane that appeared in the associated entry window in Microsoft Dynamics GP are removed. For example, the message bar and workflow history pane that appeared in the Purchase Order Entry window would be removed.

Deactivate a workflow type

When you deactivate a workflow type, the active workflow of that type is automatically deactivated.

Deactivate the Workflow system

When you deactivate the Workflow system for a company in Microsoft Dynamics GP, all workflow types are deactivated for that company. (As a result, all active workflows are deactivated for that company.)

Deactivate a workflow

Use the following steps to deactivate a workflow.

1. Go to the Workflow web site.
2. Click **Administration** on the Quick Launch. The Workflow List page is displayed.
3. Select a company from the **Current Company** list in the upper-right corner of the page.
4. Click the workflow you want to deactivate. The Configure Workflow page is displayed.
5. In the **Activate the workflow** area of the page, select the **Deactivate workflow** option.
6. A message appears, indicating that all in-progress workflows will end. Click **OK** to continue.
7. Click **Save**.

Deactivate a workflow type

Use the following steps to deactivate a workflow type. When you deactivate a workflow type, the active workflow of that type is automatically deactivated, as well.

1. Go to the Workflow web site.
2. Click **Administration** on the Quick Launch. The Workflow List page is displayed.
3. Click **Select Workflow Types to Use**. The Select Workflow Types to Use page is displayed.
4. Select a company from the **Current Company** list in the upper-right corner of the page.
5. Clear the check box for each workflow type you no longer want to use.
6. A message appears, indicating that active tasks for the associated workflow will be removed. Click **OK** to continue.
7. Click **Save**.

Deactivate the Workflow system

The Workflow system is activated (and deactivated) on a per-company basis. Complete the following steps in Microsoft Dynamics GP to deactivate the Workflow system for a specific company.

When you deactivate the Workflow system, all workflow types are deactivated for that company. (As a result, all active workflows are deactivated for that company, as well.)

1. Open the Workflow Setup window.
   Microsoft Dynamics GP menu > **Tools** > **Setup** > **Workflow Setup**

2. Clear the **Activate Workflow for <*Company Name*>** check box.

   Clearing this check box will deactivate the Workflow system for the company you are currently logged on to.

3. Click **OK**.

4. Reconcile the modules that were using Workflow. For example, if you were using the purchase order approval workflow, reconcile the Purchase Order Processing module.

   For information about reconciling a module, see the documentation for that module.

To deactivate Workflow for another company, log on to the specific company and repeat the steps above.

Chapter 20: Change the Workflow web site URL

The following information explains how to change the URL of the Workflow web site.

- *Why you might need to change the URL*
- *Change the URL of the Workflow web site*

Why you might need to change the URL

After you've installed Workflow, you may decide to modify your Workflow deployment configuration. For example, you may decide to:

- Implement Secure Sockets Layer (SSL) for the Workflow web site.
- Add another Workflow web server to create a load balanced server farm.

If you modify your Workflow deployment configuration in either of these ways, the URL of the Workflow web site must be changed. Complete the procedures in *Change the URL of the Workflow web site* to change the URL.

Change the URL of the Workflow web site

If you've modified your Workflow deployment configuration (as described in *Why you might need to change the URL*), complete the following procedures to change the URL of the Workflow web site.

For example, assume you've implemented SSL by installing a certificate and a private key on your web server. This means you must change **http** to **https** in the Workflow web site URL

To change the URL in the SharePoint databases:

1. On the Workflow web server, double-click the following file:

   Microsoft.Dynamics.Workflow.SiteConfigurator.exe

   This file is typically located at \Program Files\Microsoft Dynamics\Workflow.

2. The Workflow Site Configurator window is displayed. Enter the new URL of the Workflow web site.

3. Click **Save**. The new URL will be saved to the SharePoint databases.

To change the URL in SharePoint Central Administration:

1. Open SharePoint Central Administration.
   Start > **Administrative Tools** > **SharePoint 3.0 Central Administration**

2. Click the **Operations** tab.

3. Under the **Global Configuration** heading, click **Alternate access mappings**. The Alternate Access Mappings page is displayed.

4. Click **Edit Public URLs**. The Edit Public Zone URLs page is displayed.

5. In the **Alternate Access Mapping Collection** field, click the down arrow to select the Workflow web application.

6. Enter the new URL of the Workflow web site.

7. Click **Save**.

To change the URL in the Workflow Setup window:

1. Open the Workflow Setup window in Microsoft Dynamics GP.
   Microsoft Dynamics GP menu > **Tools** > **Setup** > **Workflow Setup**

2. In the **Microsoft Dynamics Workflow location** field, enter the new URL of the Workflow web service.

3. In the **Office Server location** field, enter the new URL of the Workflow web site.

4. Click **Workflow Administration**. Your web browser should open, displaying the Workflow web site.

5. Go back to the Workflow Setup window and click **OK** to save your changes.

*If you repair your Workflow installation (by clicking the **Repair** option in Add or Remove Programs), the Workflow web site URL will be reset to the original URL. You'll need to complete the procedures in this section again.*

Chapter 21: Change passwords

The following information explains how to change the passwords for Office SharePoint Server and eConnect user accounts.

- *Change the passwords for the SharePoint accounts*
- *Change the password for the eConnect account*

Change the passwords for the SharePoint accounts

When configuring SharePoint, you were required to enter the names and passwords of domain accounts. SharePoint uses these accounts to launch services, run processes, and connect to the SharePoint databases.

If the passwords for these accounts change, you must enter the new passwords. For more information about changing these passwords, refer to Microsoft Knowledge Base Article #934838. (Go to http://support.microsoft.com and search for article #934838.)

Change the password for the eConnect account

When you installed Web Services for Microsoft Dynamics GP on your web server, a component called eConnect was also installed on your web server. eConnect is a set of SQL stored procedures and supporting code that is used to access data in Microsoft Dynamics GP.

Use the following steps to enter a new password for the eConnect account.

1. Open the Component Services console.
   Start > **Administrative Tools** > **Component Services**

2. In the console tree, choose **Component Services** > **Computers** > **My Computer** > **COM+ Applications** > **eConnect 11 for Microsoft Dynamics GP**.

3. Right-click **eConnect 11 for Microsoft Dynamics GP** and choose **Properties**. The eConnect 10 for Microsoft Dynamics GP Properties window appears.

4. Click the **Identity** tab.

5. Enter and confirm the new password. Click **OK**.

Chapter 22: Troubleshooting

The following sections provide information to help you troubleshoot Workflow issues.

View the Dynamics event log

If an error is encountered in the Workflow system, open the Dynamics event log on the Workflow web server to view detailed information about the error. Use the following steps to view the Dynamics event log.

1. Open the Event Viewer console.
   Start > **All Programs** > **Administrative Tools** > **Event Viewer**

2. In the left pane of the console, click **Dynamics**. Events are listed in the right pane of the console.

3. Double-click an error to view details about the error.

Turn on tracing

To troubleshoot issues related to the Workflow system, you can add diagnostic tracing switches to the web.config and owstimer.exe.config files. The following procedures will help you add the switches, turn on the switches, and specify which file the trace statements will be logged to.

Before modifying the web.config and owstimer.exe.config files, we recommend you make backups of them.

Complete the following procedures on the Workflow web server.

To add tracing switches:

1. Open the web.config and owstimer.exe.config files.

   By default, the web.config file is located at \Inetpub\wwwroot\wss\VirtualDirectories*PortNumber*, where *PortNumber* is the port the Workflow web site is running on.

   By default, the owstimer.exe.config file is located at \Program Files\Common Files\Microsoft Shared\web server extensions\12\BIN.

2. Within the **<configuration>** element, find the **<configSections>** element. Add the following code after the **<configSections>** element.

```
<system.diagnostics>
<switches>
<add name="System.Workflow LogToTraceListeners" value="0"/>
<add name="System.Workflow.Runtime.Hosting" value="Off"/>
<add name="System.Workflow.Runtime" value="Off"/>
<add name="System.Workflow.Runtime.Tracking" value="Off"/>
<add name="System.Workflow.Activities" value="Off"/>
<add name="ApplicationTraceSwitch" value="0" />
</switches>
<trace autoflush="false" indentsize="4">
<listeners>
<add name="myListener" type="System.Diagnostics.TextWriterTraceListener"
initializeData="<some location>\Trace.log" />
</listeners>
</trace>
</system.diagnostics>
```

3. Save your changes.

To turn on the tracing switches:

1. In the web.config and owstimer.exe.config files, find the following line:

```
<add name="System.Workflow LogToTraceListeners" value="0"/>
```

   To turn on this switch, change the value to **1**.

2. Find the following lines:

```
<add name="System.Workflow.Runtime.Hosting" value="Off"/>
<add name="System.Workflow.Runtime" value="Off"/>
<add name="System.Workflow.Runtime.Tracking" value="Off"/>
<add name="System.Workflow.Activities" value="Off"/>
```

   To turn on these switches, change the values to one of the following:

Value	Description
All	For information about these values, see the “Workflow Configuration Files” article on MSDN. (Go to http://msdn2.microsoft.com and search for **Workflow Configuration Files**.)
Critical	
Error	
Warning	
Information	
Verbose	

3. Find the following line:

   <add name="ApplicationTraceSwitch" value="0" />

   To turn on this switch, change the value to one of the following:

Value	Description
1	Error
2	Warning
3	Info
4	Verbose

4. Save your changes.

When you are done tracing, be sure to turn off the tracing switches.

To specify where trace statements will be logged:

1. In the web.config and owstimer.exe.config files, find the following line:

   <add name="myListener" type="System.Diagnostics.TextWriterTraceListener" initializeData="<some location>\Trace.log" />

   Replace **<some location>** with a location on the server's hard drive.

2. Determine which user accounts are acting as the identities of the SharePoint Central Administration and Workflow application pools. Give these user accounts **Write** access to the location you specified in step 1.

3. Save your changes.

Monitor performance

If you are experiencing performance issues with the Workflow system, you can log performance statistics to the Windows performance monitor. To do so, you must first turn on the performance monitoring switches, found in the web.config and owstimer.exe.config files. Then you can view Workflow performance statistics in the performance monitor.

Before modifying the web.config and owstimer.exe.config files, we recommend you make backups of them.

Complete the following procedures on the Workflow web server.

To turn on the performance monitoring switches:

1. Open the web.config and owstimer.exe.config files.

   By default, the web.config file is located at \Inetpub\wwwroot\wss\VirtualDirectories*PortNumber*, where *PortNumber* is the port the Workflow web site is running on.

   By default, the owstimer.exe.config file is located at \Program Files\Common Files\Microsoft Shared\web server extensions\12\BIN.

2. Find the following line:

   <add key="PerformanceMonitoring" value="OFF">

3. Change the **OFF** value to **ON**.

   When you are done monitoring performance, be sure to set the value back to ***OFF****.*

4. Save your changes.

To view Workflow performance statistics:

1. Open the Windows Performance monitor.
   Start > **All Programs** > **Administrative Tools** > **Performance**

2. In the tree view, click **System Monitor**.

3. In the details pane, click the **Add** icon button. The Add Counters window is displayed.

4. From the **Performance object** list, select **Dynamics WF Operations**.

5. Select the counters you want to view. Click **Add**.

6. From the **Performance object** list, select **Dynamics WF SP Operations**.

7. Select the counters you want to view. Click **Add**.

8. Click **Close** to close the Add Counters window. You can now view the performance of the Workflow system in the details pane.

Resubmit documents, master records, or batches with the Submitted status

When a document, master record, or batch is submitted for approval, it is immediately given the Submitted status. The Workflow system then evaluates the steps in the workflow to determine if approval is required.

- If approval is required, the document, master record, or batch is given the Pending Approval status.

- If approval is not required, the document, master record, or batch is given the No Approval Needed status.

If the document, master record, or batch has the Submitted status for a period of time, it may indicate an issue with the Workflow system. We recommend that you reconcile the associated module, and then resubmit the document, master record, or batch for approval.

For example, if a purchase order has the Submitted status for a period of time, we recommend that you reconcile the Purchase Order Processing module, and then resubmit the purchase order for approval.

For information about reconciling a module, see the documentation for that module.

Verify identity

The approval process fails if the user who submits a document, master record, or batch for approval is an identity for either the SharePoint Central Administration Application Pool or the Office SharePoint Server Workflow Web Site Application Pool. The process fails because those identities are translated to a well-known identity named “Sharepoint/SYSTEM” and that identity is not an actual network user. However, these identities can be used to activate a workflow type, assign a workflow manager to the workflow type, and define a workflow and the workflow steps.

PART 5: REPORTS

Part 5: Reports

There are five types of reports you can use to monitor the Workflow system. The following information describes the reports and explains how to generate them.

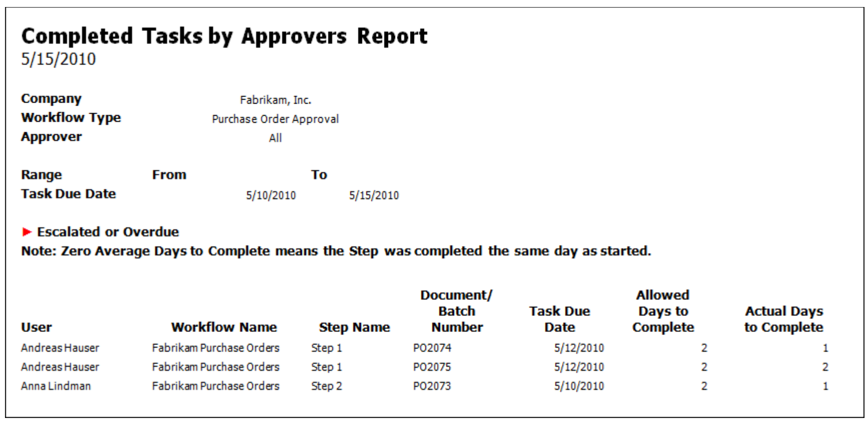
- Chapter 23, "Report descriptions," shows you what information is displayed on each report.
- Chapter 24, "Generate reports," provides step-by-step instructions for generating each Workflow report.

Chapter 23: Report descriptions

There are five reports you can use to monitor the Workflow system. The following sections describe the reports and explain when you may want to use them.

Completed Tasks by Approvers report

The Completed Tasks by Approvers report shows how many days it took a specific approver to complete his or her tasks. This report helps you identify approvers who may be slowing down a workflow approval process.



Completed Tasks by Approvers Report
5/15/2010

Company	Fabrikam, Inc.
Workflow Type	Purchase Order Approval
Approver	All

Range	**From**	**To**
Task Due Date	5/10/2010	5/15/2010

► **Escalated or Overdue**
Note: Zero Average Days to Complete means the Step was completed the same day as started.

User	Workflow Name	Step Name	Document/ Batch Number	Task Due Date	Allowed Days to Complete	Actual Days to Complete
Andreas Hauser	Fabrikam Purchase Orders	Step 1	PO2074	5/12/2010	2	1
Andreas Hauser	Fabrikam Purchase Orders	Step 1	PO2075	5/12/2010	2	2
Anna Lindman	Fabrikam Purchase Orders	Step 2	PO2073	5/10/2010	2	1

To generate this report, see *Generate the Completed Tasks by Approvers report* on page 109.

Completed Tasks by Workflow Step report

The Completed Tasks by Workflow Step report shows how many days it took to complete a specific workflow step. This report helps you identify specific steps that may be slowing down a workflow approval process.

Completed Tasks by Workflow Step Report
5/15/2010

Company Fabrikam, Inc.
Workflow Type Purchase Order Approval
Step Name Step 1

Range	**From**	**To**
Task Due Date	5/10/2010	5/15/5010

► **Escalated or Overdue**

Workflow Name	Workflow Step Name	User	Document/ Batch Number	Task Due Date	Allowed Days to Complete	Actual Days to Complete
Fabrikam Purchase Orders	Step 1	Andreas Hauser	PO2074	5/14/2010	1	1
		Andreas Hauser	PO2075	5/14/2010	1	1
		Andreas Hauser	PO2076	5/14/2010	1	1
		Average Days to Complete Step 1				**1**

To generate this report, see *Generate the Completed Tasks by Workflow Step report* on page 109.

Completed Documents report

The Completed Documents report displays a list of documents, master records, and batches that have completed their workflows. The report shows how many days it took to complete the workflow for each document and batch.

Completed Documents Report
5/15/2010

Company Fabrikam, Inc.
Workflow Type All

Range	**From**	**To**
Workflow Start Date	5/10/2010	5/15/2010

► **Denotes a resubmitted document**

Document/ Batch Number	Workflow Type	Workflow Name	Workflow Start Date	Workflow Completion Date	Days to Complete
PO2081	Purchase Order Approval	Fabrikam Purchase Orders	5/10/2010	5/12/2010	2
PO2082	Purchase Order Approval	Fabrikam Purchase Orders	5/10/2010	5/10/2010	1
PO2084	Purchase Order Approval	Fabrikam Purchase Orders	5/11/2010	5/15/2010	4
			Average Days to Complete		**2.33**

To generate this report, see *Generate the Completed Documents report* on page 110.

Active Tasks report

The Active Tasks report displays a list of active tasks and the approvers they are assigned to. This report helps you identify approvers who may have several active tasks assigned to them.

Active Tasks Report
5/15/2010

Company	Fabrikam, Inc.
Workflow Type	Purchase Order Approval
Approver	All

Range	**From**	**To**
Due Date	5/10/2010	5/15/2010

Workflow Name	Step Name	Document/ Batch Number	Originator	Approver	Start Date	Due Date
Fabrikam Purchase Orders	Step 1	PO2074	Carol Phillips	Andreas Hauser	5/10/2010	5/12/2010
Fabrikam Purchase Orders	Step 1	PO2075	Pilar Ackerman	Andreas Hauser	5/10/2010	5/12/2010
Fabrikam Purchase Orders	Step 2	PO2073	Pilar Ackerman	Anna Lidman	5/10/2010	5/12/2010
Fabrikam Purchase Orders	Step 2	PO2076	Nicole Holliday	Anna Lidman	5/14/2010	5/15/2010

To generate this report, see *Generate the Active Tasks report* on page 111.

Task Summary report

The Task Summary report displays task information for a specific workflow step. For example, you can view the number of tasks that are active, completed, and escalated for a specific step.

Task Summary Report
5/15/2010

Company	Fabrikam, Inc.
Workflow Type	Purchase Order Approval
Workflow Step	All
User	All

Range	**From**	**To**
Due Date	5/10/2010	5/15/2010

►**Denotes Deactivated Workflows**

Workflow Name	Step Name	Open Tasks	Tasks Completed	Completed by Due Date	Completed Past Due Date	Escalated
Fabrikam Purchase Orders	Step 1	2	7	7	0	0
Fabrikam Purchase Orders	Step 2	5	0	0	0	0

To generate this report, see *Generate the Task Summary report* on page 111.

Chapter 24: Generate reports

The following sections explain how to generate the Workflow reports:

- *Generate the Completed Tasks by Approvers report*
- *Generate the Completed Tasks by Workflow Step report*
- *Generate the Completed Documents report*
- *Generate the Active Tasks report*
- *Generate the Task Summary report*

Generate the Completed Tasks by Approvers report

Use the following steps to generate the Completed Tasks by Approvers report.

1. Go to the Workflow web site.
2. Click **Reports** on the Quick Launch. The Workflow Reports page is displayed.
3. From the **Current Company** list in the upper-right corner of the page, select the company you want to generate a report for.
4. Click **Completed Tasks by Approvers Report**. The Completed Tasks by Approvers Report page is displayed.
5. Select the company you want to generate a report for.
6. Select a workflow type.
7. Select an approver.
8. Enter a range of task due dates to limit the number of tasks that are listed on the report.
9. Click **Process Report**.
10. The File Download dialog box appears. You can display the report or save it to a specified location.
    - To display the report, click **Open**. The report is displayed in Microsoft Office Excel®.
    - To save the report, click **Save**. Specify where you want to save the report. The report is saved as an .xml file.

Generate the Completed Tasks by Workflow Step report

Use the following steps to generate the Completed Tasks by Workflow Step report.

1. Go to the Workflow web site.
2. Click **Reports** on the Quick Launch. The Workflow Reports page is displayed.
3. From the **Current Company** list in the upper-right corner of the page, select the company you want to generate a report for.

4. Click **Completed Tasks by Workflow Step Report**. The Completed Tasks by Workflow Step Report page is displayed.

5. Select the company you want to generate a report for.

6. Select a workflow type.

7. Select a workflow step.

The list displays the names of workflow steps. The name of the workflow the step belongs to is in parentheses.

8. Enter a range of task due dates to limit the number of tasks that are listed on the report.

9. Click **Process Report**.

10. The File Download dialog box appears. You can display the report or save it to a specified location.

    - To display the report, click **Open**. The report is displayed in Excel.

    - To save the report, click **Save**. Specify where you want to save the report. The report is saved as an .xml file.

Generate the Completed Documents report

Use the following steps to generate the Completed Documents report.

1. Go to the Workflow web site.

2. Click **Reports** on the Quick Launch. The Workflow Reports page is displayed.

3. From the **Current Company** list in the upper-right corner of the page, select the company you want to generate a report for.

4. Click **Completed Documents Report**. The Completed Documents Report page is displayed.

5. Select the company you want to generate a report for.

6. Select a workflow type.

7. Enter a range of dates to limit the number of documents that are listed on the report.

8. Click **Process Report**.

9. The File Download dialog box appears. You can display the report or save it to a specified location.

    - To display the report, click **Open**. The report is displayed in Excel.

    - To save the report, click **Save**. Specify where you want to save the report. The report is saved as an .xml file.

Generate the Active Tasks report

Use the following steps to generate the Active Tasks report.

1. Go to the Workflow web site.
2. Click **Reports** on the Quick Launch. The Workflow Reports page is displayed.
3. From the **Current Company** list in the upper-right corner of the page, select the company you want to generate a report for.
4. Click **Active Tasks Report**. The Active Tasks Report page is displayed.
5. Select the company you want to generate a report for.
6. Select a workflow type.
7. Select an approver.
8. Enter a range of task due dates to limit the number of tasks that are listed on the report.
9. Click **Process Report**.
10. The File Download dialog box appears. You can display the report or save it to a specified location.
    - To display the report, click **Open**. The report is displayed in Excel.
    - To save the report, click **Save**. Specify where you want to save the report. The report is saved as an .xml file.

Generate the Task Summary report

Use the following steps to generate the Task Summary report.

1. Go to the Workflow web site.
2. Click **Reports** on the Quick Launch. The Workflow Reports page is displayed.
3. From the **Current Company** list in the upper-right corner of the page, select the company you want to generate a report for.
4. Click **Task Summary Report**. The Task Summary Report page is displayed.
5. Select the company you want to generate a report for.
6. Select a workflow type.
7. Select a workflow step.

The list displays the names of workflow steps. The name of the workflow the step belongs to is in parentheses.

8. Select an approver.

9. Enter a range of task due dates to limit the number of tasks that are listed on the report.

10. Click **Process Report**.

11. The File Download dialog box appears. You can display the report or save it to a specified location.

    - To display the report, click **Open**. The report is displayed in Excel.

    - To save the report, click **Save**. Specify where you want to save the report. The report is saved as an .xml file.

Index