Approve or Reject a Completed Document via the Approver’s SAP Inbox

Once a parked document has been completed and the JV Workflow Approval process has been initiated by a Document Initiator, those in the role of reviewer / approver will be notified of documents needing their approval, as outlined in the summary below.

Approval rules have been established at Duke to provide guidelines for journal entries that need approval and the level of approval that is needed. Approvals will be sequential, with any departmental approvals required before the document is routed to management center approvers, and management center approval required prior to routing to Financial Services. **For each step in the approval process, department, management center, etc., multiple approvers will be designated in order to provide backup.**

All approvers at each step of the process will receive an email notification, and the work item is available in each approver’s SAP Inbox for processing. The approver has **24 hours** to either approve (release) or reject (refuse) the document. **After that time, if the document has not been approved or rejected, reminder email notifications will be generated every 24 hours until the document is approved or rejected, except for weekends.** Weekends are NOT taken into account for the deadline monitoring, so approvers will not receive reminder emails on weekends.

When any reviewer / approver selects a document item from their Inbox work list, the item is removed from the inboxes of all other approvers for that approval step, until the document is either approved, rejected, or exited. If the document is rejected, the document item is removed from the inboxes of all other approvers.

The email notification will provide the document number and the name of the person who initiated the document, as shown in the next steps.

**Note:** For the latest JV Workflow approval rules, training materials, announcements, etc., visit the website: http://finance.duke.edu/accounting/jv/index.php#q.
Approve or Reject a Completed Document via the Approver’s SAP Inbox in SAP Business Workplace - SBWP

Via User Menu: Use the SAP Business Workplace button per steps below or Transaction Code SBWP.

Review the Email Notification

1. Access your Inbox in Outlook (or other preferred software).
2. Find any email subject lines that indicate there are journal entries awaiting your approval, which begin with Approve JV and include:
   - Document Number
   - Company Code
   - Name of person who initiated / parked the document
   - Name of org. unit (BFR Code) identifying the department or division of the initiator.

   Note: There is no need to open the email, as it only directs you to refer to your SAP Inbox for more details and to take the appropriate action.

Access the SAP Inbox and Workflow List From Your User Menu

3. Click on the SAP Business Workplace button.
Approve or Reject (cont.)

On the Business Workplace of… screen:

4. In the left window, click ONCE on the **Inbox** button to the left of the Inbox option to open your SAP Inbox.

5. To display a list of documents that are awaiting your approval, click ONCE on the **Workflow #** option (where # indicates the number of documents awaiting your approval).

6. In the upper right window, review the columns of data for each document awaiting your approval per the list, such as:
   - **Title** = the initiator’s area per the Org. Unit (BFR Code), the SAP document number, and Company Code of the initiator.
   - **Status** = the In Progress symbol (light gray color) indicates that the document is still in the JV Workflow process (not fully approved or posted). Once you’ve approved the document, it is removed from your workflow list.
   - **Creation Date and Creation Time** = the date and time that the document was created and either parked or completed.
   - **Attachment** = the Attachments Exist symbol indicates that the document has an internal SAP attachment, such as a Rejection Reason or note from the initiator.

7. To make sure the Workflow list contains all the current documents awaiting your approval, periodically click on the **Update (refresh)** button.
Review the Details of a Completed Document in SAP

8. Click **ONCE** and **highlight each document** listed to display details about that document in the lower right window, such as:
   - Name of initiator (Created by)
   - Department of initiator
   - Debit amounts
   - The routing and approval history.

9. To display the document for review, click **ONCE** on the underlined link to the **Parked Document #** under **Objects and attachments** in the lower right window.

**Note:** These steps outline how to view the parked document in a layout that shows all the details across one screen with no drill-down needed. However, you will not be able to approve or reject the document via these steps. The parked document can also be reviewed when approving the document, but you must drill-down to view each line’s text and cost object.
Approve or Reject (cont.)

On the Display Parked Document: Overview screen:

Note: The options below are summarized. For detailed steps on these functions and other options, refer to the Display a Parked Document section of this Guide.

10. To review the documentation for the entry as entered in the Note field, follow the menu path: Extras → Texts.

11. To display any attached files (Excel, Word, etc.) if needed, use the drop-down portion of the Services for Objects button, select Attachment List, and double click on the attachment.

Note: MAC users must first export the attachment to the MAC and then open it (see Display a Parked Document).
12. To get a better layout of the entire document including line item text (see example next page), follow the menu path: Goto → Display as list.

**On the Document: Overview - Display screen:**

![Display screen](image)

**Note:** Even though the completed document is still parked, this layout shows the document as it will look when it is fully approved and posted. This layout displays all the information for a line item on one line versus across several screens (except for the Extra Text).

13. Review the header data and line items for each cost object, along with other details like the line item text.

**Note:** Use the menu path Settings → Columns → Optimize Width to size columns and possibly fit the entire line item on one screen.

14. Use the Back button to return to the Business Workplace of… screen and your Inbox.
Approve or Reject (cont.)

Approve / Release the Completed Document in Your SAP Inbox

Note: Access your SAP Inbox and Workflow list via the SAP Business Workplace button and steps covered in previous pages.

On the Business Workplace of... screen:

15. To review the document if needed, follow the steps on the previous pages using the link to the Parked Document #.

16. When ready to approve the document, double click on the desired document from the list in the upper right window.

Note: When you double click on and open the document to approve, the document is automatically removed from your SAP Inbox and any other approver’s SAP Inbox (for that approval level). If you exit the document without approving, the document is returned to all appropriate approvers’ SAP Inboxes.
On the *Parked Document Release: Overview* screen:

17. If needed, review the document (double click on each line item to view the line item text and cost object if needed).

   *Note:* The document cannot be changed by the reviewer / approver. If changes are needed, reject the document and the person who initiated the document can make any corrections.

18. If ready to **approve the document**, click on the Release button.

   *Note:* The document is now removed from your Inbox. If additional review is required, the document will route to the next approver. If additional review is not required, the approved document will post to the General Ledger.

19. If you decide not to approve (or reject) the document, use the Back button to exit the document and return to the Inbox.

   *Note:* If you open the document from the Inbox and exit without taking action, the document is temporarily removed from your Inbox. If needed, use the Update button to refresh the Inbox and see the document listed again.
Reject / Refuse the Completed Document in Your SAP Inbox

Note: Access your SAP Inbox and Workflow list via the SAP Business Workplace button.

On the Business Workplace of... screen, to attach a rejection reason BEFORE rejecting the document:

20. Note the following about the rejection process:
   
   • Per the Duke accounting procedures, you must create an SAP attachment explaining why the document is being rejected BEFORE rejecting the document.
   
   • In addition, for ZJ documents created from the ZF418 Non-Salary Cost Transfers, once the document is rejected, the rejected document is deleted from the system to reset the line items in ZF418 Non Salary Cost Transfer tool.
   
   • Therefore, for ZJ documents created from the ZF418 Non-Salary Cost Transfer tool, before you actually click on the Reject button, you need to send the object with a note which will provide a link to the document and display the line items per the steps outlined below.

   Note: If you forget to create the attachment and double click on the document from the work list to reject it, use the Back button to return to the work list and the Update (Refresh) button to view the document on the list again.

21. In the upper right window, click once on and highlight the document to be rejected and that needs the attachment.
22. Click on the **drop-down portion** of the **Manage Attachments** button located in the work list toolbar.

23. In the resulting drop-down list, click on **Create attachment**.

24. In the **Create Document Header** window (above), enter a **title for the attachment** in the Title field (e.g., *Rejection Reason*).

25. Once the title is entered, click on the **Continue** button.

26. On the resulting screen (shown above), **enter the text desired.**

   **Note:** For the rejection of ZJ documents created from the ZF418 Non-Salary Cost Transfer tool, the details of the line items will be deleted once the document is rejected. Copy and paste details of the line items here for the person who needs to process the rejected document again. You may also use the Send Object with Note feature outlined in the next steps based on your preference.

27. Click the **Save** button and click **OK** to close the message.

28. Use the **Back** button to return to your SAP Inbox work list.
On the Business Workplace of... screen, to reject the document once the rejection reason has been attached:

29. To verify that the rejection reason attachment has been added, click on the document to select that line and note the following:
   - The Attachment icon on the document line in the list
   - The Office Document link with the attachment title in the lower right.

30. Double click on the desired document from the work list and open the document.

   Note: If you forget to add the attachment and double click on the document to reject it, then use the Back button to return to the work list and the Update (Refresh) button to view the document on the work list again.
On the Parked Document Release: Overview screen, to send the details of the line items being rejected via a note (ONLY APPLICABLE for ZJ documents created from the ZF418 Non-Salary Cost Transfer tool):

**Note:** Once a ZJ Non-Salary Cost Transfer document is rejected, the original document created via the Non-Salary Cost Transfer is deleted. So the document will not be available to the person processing the rejection. This is necessary to reset the line items in the Non-Salary Cost Transfer tool. Therefore, if you do not provide the line item details via a note, the person processing the rejection will have a hard time determining what line items were included on the rejected ZJ document.

31. Click on the Services for Objects button.

32. Click on the Send option and then the Send object with note option.
33. In the resulting *Create Document and Send* window, enter a note in the upper section of the screen (copy and paste details from line items here).

34. Enter a recipient in the line item field under the **Recipient** column (*enter an email address* or *use Net ID* of the desired person and use the **Enter** button below to confirm name of person in SAP).

35. Click on the **Send** button to complete the process.

*Note:* A note will be sent to the SAP Inbox of the person specified (any link to the document will not display line items once the document is rejected, so best to copy and paste details of line items in top section).
On the Parked Document Release: Overview screen, to reject the document:

36. Click on the Refuse button.
   
   **Note:** The document will be removed from your Inbox and returned to the Document Initiator’s Inbox. An email notification will be sent to the Document Initiator’s regular email inbox to indicate the document has been rejected and needs action.

37. If you decide not to reject (or approve) the document, use the Back button to exit the document and return to the Inbox.

   **Note:** If you open the document from the Inbox and exit without taking action, the document is temporarily removed from your Inbox and the Inbox of other approvers at your approval level. If needed, use the Update button to refresh the Inbox and see the document on your list again.