SAP Workflow SWAT (WF-SWAT) Accelerated Automation
Have you heard of SAP automation projects in your organization such as MyTravel or Procure-to-Pay?
Are you concerned about how these automation initiatives will affect your job?
This is your chance to learn about SAP workflow automation projects and how they may affect you.
After this presentation you will understand:
- Business Process Evolution / Re-engineering
- SAP Workflow
- SAP Procure-to-Pay
- SAP MyTravel automation
- How SAP automation projects affect you
- What your role could be in these types of projects

There will be plenty of time to answer any questions you may have.
Let the work flow.

**Business Process Evolution**
- SAP scenario
- Business process re-engineering

**What is SAP workflow?**
- How do I get it?
- Dispelling the myths...

**SAP Automation Examples**
- Procure-to-Pay (P2P) / MyTravel
- How they may affect you?

**Automation Approach/Methodology**
- Is there a proven or packaged methodology?
- Best practices
Your SAP scenario...

- you’ve invested in a powerful ERP system
- you’ve upgraded to the latest version
- you’ve implemented new modules
- you’ve done some reporting improvements, solution manager, BI etc...
It’s time to...

- leverage your investment in SAP
- transform your business
- take your SAP business processes to the next level of performance
- tap into the power of an integrated system
Business process evolution...

- automate manual processes
- perform electronic approvals
- ensure segregation of duties
- verify financial signing authority
- provide transparency
- increase audit ‘ability’
Business process evolution...

- automate work routing
- impose greater financial controls
- provide a full audit trail and log
- implement accountability (*Federal Accountability Act*)
- generate email notifications automatically
Business Process vs. “Product” evolution
It’s time to...

Tap into the power of an integrated system with SAP and let your work FLOW.
Start the powerful SAP Workflow engine and use the SAP workflows that have been delivered by SAP with your system!
The road has already been paved by SAP...
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What is SAP Workflow?

- an automated representation of a Business Process
- tool for managing business processes within and between SAP modules (& web)
- Simply put - SAP Workflow means...
  - the right data,
  - at the right time,
  - for the right people.
What is SAP Workflow?

Automated...

- Work Routing
- Approval Process
- Email notification through SAP Business Workplace & external mail systems (ex: MS Outlook, Lotus Notes)
How to get SAP Workflow?

- You already have it! It is an SAP delivered tool.
- When you buy SAP, you get the SAP Workflow engine automatically.
- Delivered with the SAP “Netweaver” system.
- You have over 250 workflow templates available for use in your SAP system right now!
- No additional licensing costs.
- You can also create/configure your own custom workflows using SAP’s Workflow Builder.
You do NOT need the SAP HR module to workflow enable your SAP system

You do NOT need an HR license

SAP delivered transaction code PPOMW for Organization Structures is delivered with the “Netweaver” system

You can use it to leverage existing (or create new) Organizational Structure for your workflow purposes

You can implement Workflow without any HR Module Organizational Structure (ex. Financial Signing Authority (FSA))
... vs. other products that have workflow?

SAP Workflow is the most appropriate tool to automate your business process

- tightly integrated, it’s “in” SAP already
- provides ready access to your organization’s financial model and/or human resource model
Which is the correct tool to use?

- **SAP Workflow** is part of a larger suite of capabilities collectively known as **SAP Netweaver Business Process Management (BPM)**
- **SAP Workflow** is an embedded capability of SAP applications; it is a natural choice for automating many processes with a single SAP ERP instance.
- **SAP Netweaver BPM** enables you to compose processes at the edge of the application core and is recommended for SOA mature organizations.

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Let the work flow.
What is P2P Automation?

Procure-To-Pay (P2P) Process Summary

1. Identify requirements
2. Select Acquisition Method
3. Purchase Order
4. Workflow for approvals and notifications
5. Receive Goods/Services
6. Workflow for approvals and notifications
7. Pay Vendor
8. Workflow for approvals and notifications

- PURCHASE ORDER
- ACQUISITION CARD (FUNDS COMMITMENT)
- PURCHASE REQUISITION
- PURCHASE ORDER
- GOODS RECEIPT
- SERVICE ENTRY SHEET
- INVOICE
What is P2P Automation?

Automation of the following procurement and accounts payable business processes:

- Purchase Requisitions
- Purchase Orders
- Goods Receipt
- Service Entry Sheets
- E-Invoice (or scanning)
- Accounts Payable Invoices
- Storage of supporting documentation
Ottawa area P2P initiatives:

- Canada Post
- CBC
- Canada Blood Services
- Natural Resources Canada
- The City of Ottawa
- Bank of Canada (WF-SWAT)
- Health Canada (WF-SWAT)
- IFMS
- DFAIT
- NRC (WF-SWAT)
- Canada Border Service Agency (WF-SWAT)
- PWGSC (WF-SWAT)
- TBS (WF-SWAT)
- Justice (WF-SWAT)

WF-SWAT: means either WF-SWAT performed the automation or a member of WF-SWAT was involved in the automation project.
Case Study, U.S. Department of Defence:

- Large consumer of off-the-shelf finished goods
- Switched to automated process to connect with over 30,000 vendors
- Reduced cost per transaction from $140 to $11
- Achieved maximum benefit from adopting a holistic end-to-end process approach for managing P2P activities

Automation of SAP business processes leverage:

- SAPgui
- SAP portal
- Employee Self Serve (ESS)
- Manager Self Serve (MSS)
- Universal Work List (UWL)
- External email system (ex. MS Outlook, Lotus Notes)
Top factors driving P2P efforts

- Reduce Procure-to-Pay Transaction Costs: 65%
- Maximize Rebates and Incentives: 49%
- Improve Employee Convenience: 44%
- Improve Employee Productivity: 38%
- Reduce Procure-to-Pay Cycle Time: 25%

There are numerous benefits with automated invoice processing. Below are some of the most cited benefits:

- Improved control of cash flow and invoices
- Increased control of delivered and invoiced
- Compliance with legislation
- Decreased manual work
- Shorter total processing time
- Decreased costs for invoice handling
- Early notification of errors
Manual processes:

- Require staff to physically transfer documents obtaining approvals from management in person
- Keying of invoice information into legacy systems is costly in time and resources
- Ad hoc procurement activities
- Matching invoices timely and resource intensive
- Prohibitive storing and retrieval costs
- Greater chance of human error
- No real-time view of cash flows

Automated processes:
- PO processing time reduced from 20 to 1 min
- PO processing costs reduced by $1 per PO
- 400 labour hours are saved per year
- Payment cycle reduced from 45 days to less than 10 days on average
- Vendor invoice processing time cut by 75%

Automated processes:

- Manual invoice processing costs $15.60-13.00, Automated invoice processing costs $9.00-8.60, a reduction in cost of approximately 60%
- Potential savings of $2-3 million for average organization
- Provide improvements across all areas, while providing a return on investment within 1-2 years

Note that employee time and effort spent on manually intensive processes can be used for more meaningful tasks like:

- consistency/quality of key RFPs
- data analysis of spend etc.
- review/audit functions
Automated routing and electronic approvals:

- Self-serve employee data entry
- System applied/enforced policy
- System applied/enforced delegated financial signing authority
- On-line approvals vs. ink
- On-line approve/reject capability (with rationale)
- Less time spent chasing paper and soliciting approvals
How can I participate?

- User Acceptance Testing (UAT)
- Subject Matter Expert (SME)
- Train-the-Trainer
- Helpdesk Tier 2
Business Process Evolution
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Automation Approach

Based on the maturity level of the organization with automation projects and SAP Workflow enablement...

A **Phased Approach** is often recommended for automation initiatives.
A Phased Approach will:

- introduce SAP workflow to the organization in incremental steps in a well-paced manner
- provide the appropriate time to facilitate change management, cascading roll-out and training

Tip!

The initial workflow implemented at an organization takes the most time and effort from technical, change management and training perspectives.
Phased Approach

- All work done in the initial Phase sets the foundation for future workflow-enabled SAP business processes within an organization.
- Details on Phase release dates are based on project start dates and resources available.
- Project planning dates are considered estimates until the WF-SWAT Blueprint exercise is complete.
- WF-SWAT Accelerated Automation sample project plan for your information – next slide.
SAP Workflow SWAT Team (WF-SWAT)

- a dream team of elite SAP consultants
- senior SAP consultants
- WF-SWAT team members are handpicked
- all consultants have worked together in the past
- confident in each other’s ability to perform their piece of the collective work deliverables in an accelerated manner
- tag-team work deliverables on automation projects
The WF-SWAT team has devised a unique project planning methodology for automation projects

“WF-SWAT Accelerated Automation”

- new methodology for project implementation and management
- facilitates delivery in tight timeframes
WF-SWAT Accelerated Automation Methodology

- Considering the clients strategic goals and timelines, an accelerated implementation methodology can be used to successfully accomplish automation in a short timeframe.

- To accomplish automation in a short timeframe, the unique Accelerated WF-SWAT Implementation methodology is critical.

- The Accelerated WF-SWAT Implementation methodology (WF-SWAT) uses the following high level project phases as outlined in the roadmap diagram below.

- Note, WF-SWAT project phases align with the SAP ASAP project phases.
WF-SWAT Accelerated Automation methodology ensures an efficient tag team of work hand off between very experienced resources on site at the appropriate times during each phase to accomplish their specific piece of the work deliverables within tight timelines.
WF-SWAT integrates several components that work in conjunction to support the rapid and efficient implementation of SAP automation projects.

The components that make up the Accelerated WF-SWAT Implementation approach (WF-SWAT) are:

- Methodology
- Resources
- Tools and accelerators
WF-SWAT Approach

Tag-Team in...

1. Assess
2. Design
3. Deliver
4. Train

Tag-Team out...

4. Support (remote or on-site)
5. Re-Assess for ROI

We tag-team work; within tight timelines; with no compromise; until our automation solution is delivered.
What we do...

- Introduce workflow to your organization
- Start your SAP Workflow engine
- Automate (workflow enable) your business processes
- Manage your workflow project
- Train your staff
Workflow proof-of-concept

- proof-of-concept delivery (5days):
  - turn-on/configure your WF engine
  - activate SAP delivered demo WF
  - configure external email gateway
  - provide WF demo and overview
  - proof-of-concept in your system
How can this be measured?

- work item delivery is monitored and performance measured
- SAP delivered Workflow reports
  - Facilitate building of statistics for business process
  - Facilitate statistical sampling
  - Work breakdown & time analysis
  - Ability to determine average time spend on Workflow-enabled business processes
SAP Workflow is ...

- an enormously powerful tool
- empowering technology
- already in your SAP system waiting to be activated!
Questions...
Optional (time permitting) – Appendix A

Procure-to-Pay (P2P)
Demo print-screens
P2P Demo – Integrated into SAP Portal

1. Need for Goods or Services Identified
2. Purchase Requisition
3. Purchase Order
4. AP Processing (E-Invoice to Payment)
P2P Demo – Integrated into SAP Portal
P2P Demo – SAP Portal Purchasing Homepage

Purchasing

Shop
You can select and order goods and services.

Confirm Goods / Services
You can confirm delivered goods and enter performed services.

Check Status
You can check, for example, if your shopping cart has been approved.

Additional Information
[You can enter a customer-specific description for this area. We recommend you create the description as an HTML file and add it to the system as a resource. For more information, see the Implementation Guide (IMG) for your SAP R/3 System under Cross-Application Components → Homepage Framework.]
P2P Demo – Integrated into SAP Portal

1. Need for Goods or Services Identified

2. Purchase Requisition

3. Purchase Order

4. AP Processing (E-Invoice to Payment)
## Create and Process Purchase Requisition

**Requester:** SPUR

### Purchase Requisition Document Type:
- **Purchase requisition N8**

#### Overview Purchase Requisition Items

<table>
<thead>
<tr>
<th>Req. Item</th>
<th>Item Category</th>
<th>Material</th>
<th>Short Text</th>
<th>Material Group</th>
<th>Deletion Ind.</th>
<th>Quantity</th>
<th>Unit of Measure</th>
<th>Acct. Assign Cat.</th>
<th>Valuation Price</th>
<th>Currency</th>
<th>Delivery Date</th>
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<td></td>
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<td>EA</td>
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</tr>
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#### Details for Item 00000

**General Data**
- Material:
- Vendor Mat. No.:
- Material Group: $1000

**Quantities and Dates**
- Purchase Requisition Quantity / UoM: **
- Req. Date: **2011/09/10**
- Item Delivery Date / Category: **2011/09/16**

**Price**
- Price in Purchase Requisition / Unit: **10,001.00**
### Purchase Requisition Query

#### Detailed Navigation

- **Purchasing Documents**
  - Create Purchase Requisition
  - Create Purchase Order
  - Create Contract
- Goods Receipts
- Invoice
- Master Data for Suppliers

#### Content

**View:** LeAnne's View

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<tr>
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<th>Quantity</th>
<th>Order Unit</th>
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<tr>
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<tr>
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<td>2011/09/06</td>
<td>Network Supplies</td>
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P2P Demo – SAP Portal

MSS Approve Purchase Requisition

### Workflow

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<th>Sent</th>
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<tbody>
<tr>
<td>New</td>
<td>Purchase order: 4500021731 released</td>
<td>SFUR</td>
<td>Yesterday</td>
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<tr>
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<td>Purchase order: 4500021703 released</td>
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P2P Demo – Approve Purchase Requisition email notification
### P2P Demo – Purchase order display (portal)

#### My Purchase Orders (63)

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</table>
# P2P Demo – MSS Approve Purchase Order

![P2P Demo Screen](image)

## Workflow

### Detailed Navigation

- **Workflow**
- **Substitutions**

### Portal Favorites

- There are no items to display.

### Related Links

- Simulations
- How to Process App
- Field Definitions
- How to Process Time
- How to Process Vac
- MSS Training Presentation
- MSS Quick Reference Guide
- Important Contacts

## Tasks

<table>
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<tr>
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<tbody>
<tr>
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<tr>
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</tr>
</tbody>
</table>
Business Workplace of SPUR

Inbox

Purchase order 4500021701 released 2011/09/09
Purchase order 4500021763 released 2011/09/09
Purchase requisition 10027862 released 2011/09/09 SAP Workflow/Flux de travaux SAP
Purchase requisition 10027863 R2 released 2011/09/09
Please release purchase requisition 10027861 R2 2011/09/09
Please release purchase requisition 10027860 R2 2011/09/09
Please release purchase requisition 10027859 R2 2011/09/09
Purchase Order 4500021753 released 2011/09/09 SAP Workflow/Flux de travaux SAP
Purchase Order 4500021758 released 2011/09/09 SAP Workflow/Flux de travaux SAP
Purchase Order 4500021759 released 2011/09/09 SAP Workflow/Flux de travaux SAP
Purchase Order 4500021757 released 2011/09/09 SAP Workflow/Flux de travaux SAP
Purchase requisition 10027855 released 2011/09/09 SAP Workflow/Flux de travaux SAP
Purchase requisition 10027855 released 2011/09/09 SAP Workflow/Flux de travaux SAP
Please release purchase order 4500021740 2011/09/06
Please release purchase order 4500021720 2011/09/02
Payment release BANK-001 000593820111 2011/09/02
P2P: Auto creation of PO from PR w/ 1 2011/09/02
P2P: Auto creation of PO from PR w/ 1 2011/09/01
Please release purchase order 4500021719 2011/09/01
Purchase order 4500021714 released 2011/09/01
Purchase order 4500021717 released 2011/09/01
Purchase order 4500021706 released 2011/09/01
Payment release BANK-001 0005938320111 2011/09/01
Payment release BANK-001 0005938320111 2011/09/01

Purchase order 4500021761 released

Description
No description available

Objects and attachments
- Purchase Order 4500021761
P2P Demo – Integrated into SAP Portal

1. Need for Goods or Services Identified

2. Purchase Requisition

3. Purchase Order

4. AP Processing (E-Invoice to Payment)
**P2P Demo – e-Invoice Processing**

Ex. .pdf via email

---

**INVOICE**

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<thead>
<tr>
<th>Anixter Cable...</th>
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<tbody>
<tr>
<td>somewhere in Toronto, Anixter (somewhere.ca)</td>
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**TO**

<table>
<thead>
<tr>
<th>Accounts Payable</th>
</tr>
</thead>
<tbody>
<tr>
<td>234 Wellington Street, Ottawa ON K1A 0G3 (Phone: 613-123-4567)</td>
</tr>
</tbody>
</table>

**SHIP TO**

<table>
<thead>
<tr>
<th>234 Wellington Street, Ottawa ON K1A 0G3</th>
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**PO ITEM NUMBER**

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<tr>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>UUTU Network Cable FU number... FU to be created in portal... don't know the number yet...</td>
</tr>
<tr>
<td>HST</td>
</tr>
</tbody>
</table>

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<table>
<thead>
<tr>
<th>QTY</th>
<th>UNIT PRICE</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>350,000.00</td>
<td>6,500.00</td>
</tr>
</tbody>
</table>

---

**TOTAL DUE**

| 550,000.00 |

---

Make all checks payable to Anixter Cable Inc.

THANK YOU
Display Document: Overview

- **Document Number**: 9005848
- **Company Code**:  
- **Fiscal Year**: 2011
- **Document Date**: 2011/09/06
- **Posting Date**: 2011/09/06
- **Period**: 9
- **Reference**: F-43 23
- **Cross-CC no.**:  
- **Currency**: CAD
- **Texts exist**: 

**Items in document currency**

<table>
<thead>
<tr>
<th>Acct</th>
<th>Text</th>
<th>Amount in CAD</th>
</tr>
</thead>
<tbody>
<tr>
<td>100643</td>
<td>test with payment block</td>
<td>20,000.00</td>
</tr>
<tr>
<td>251525</td>
<td>test with payment block</td>
<td>20,000.00</td>
</tr>
</tbody>
</table>
## Workflow Tasks

<table>
<thead>
<tr>
<th>Status</th>
<th>Subject</th>
<th>From</th>
<th>Sent</th>
</tr>
</thead>
<tbody>
<tr>
<td>New</td>
<td>Purchase order 5000021731 released</td>
<td>SPUR</td>
<td>Yesterday</td>
</tr>
<tr>
<td>New</td>
<td>Purchase order 5000021783 released</td>
<td>SPUR</td>
<td>Yesterday</td>
</tr>
<tr>
<td>New</td>
<td>Purchase requisition 10027383 R2 released</td>
<td>SPUR</td>
<td>Yesterday</td>
</tr>
<tr>
<td>New</td>
<td>Purchase requisition 10027383 R2</td>
<td>SPUR</td>
<td>Yesterday</td>
</tr>
<tr>
<td>In Progress</td>
<td>Purchase requisition 10027383 R2, released</td>
<td>SPUR</td>
<td>Yesterday</td>
</tr>
<tr>
<td>New</td>
<td>Purchase requisition 10027383 R2</td>
<td>SPUR</td>
<td>Yesterday</td>
</tr>
<tr>
<td>New</td>
<td>Purchase requisition 10027383 R2</td>
<td>SPUR</td>
<td>Yesterday</td>
</tr>
<tr>
<td>New</td>
<td>Purchase requisition 10027383 R2</td>
<td>SPUR</td>
<td>Yesterday</td>
</tr>
<tr>
<td>New</td>
<td>Payment release PAY4 02010000345050211</td>
<td>SPUR</td>
<td>2-Sep-2011</td>
</tr>
<tr>
<td>New</td>
<td>Purchase requisition 10027383 R2</td>
<td>SPUR</td>
<td>2-Sep-2011</td>
</tr>
</tbody>
</table>

### Portal Favorites
- Simulations
- How to Process Applications
- Field Definitions
- How to Process Timely Requisitions
- How to Process Vendor Requisitions
- MSS Training Presentations
- MSS Quick Reference Guide
- Important Contacts
P2P Demo – Approve Invoice email notification (SAPgui)

Business Workplace of SPUR

Inbox

Class Title Date received Author Attachments Status
Invoice number 19005846 released for payment 2011/09/10 SAP WorkflowFlux de travaux SAP
Purchase order 45000021781 released 2011/09/09
Purchase order 45000021753 released 2011/09/09
Purchase requisition 10027852 released 2011/09/09
Purchase requisition 10027883 R2 released 2011/09/09
Please release purchase requisition 10027881 R2 2011/09/09
Please release purchase requisition 10027880 R2 2011/09/09

SAPoffice express info

Express document "Invoice number 19005846 released for payment" received from au
Procure-to-Pay (P2P) Demo

Q & A

(extra print-screens to follow – optional)
### Document Tracing

**P2P Demo - Document Tracing Functionality**

![Image of the user interface with detailed navigation and a table of outline agreements](image.png)

**Outline Agreements (538)**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>107915</td>
<td>107915</td>
<td>4800000318</td>
<td>20</td>
<td>2009/11/01</td>
<td>2015/10/31</td>
<td>WK</td>
</tr>
<tr>
<td>107915</td>
<td>107915</td>
<td>4800000318</td>
<td>10</td>
<td>2009/11/01</td>
<td>2015/10/31</td>
<td>WK</td>
</tr>
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<td>107915</td>
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<td>2015/10/31</td>
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<td>10</td>
<td>2009/11/01</td>
<td>2015/10/31</td>
<td>WK</td>
</tr>
</tbody>
</table>

**Portal Favorites**

- There are no items to display

**Detailed Navigation**

- Document Overview
  - Document Tracing
- Purchasing Documents
  - Purchasing Documents
  - Create Purchase Requisition
  - Create Purchase Order
  - Create Contract
- Goods Receipts
  - Invoice
    - Invoice Verification
    - Create Invoice
    - Display Invoice
    - Cancel Invoice
    - Release Invoice
- Master Data for Suppliers
  - Vendor Information
  - Create Vendor
  - Create Info Record
  - Change Info Record
  - Display Sources of Supply for S
### Document Tracing

#### Search:
- Purchase Order

<table>
<thead>
<tr>
<th>Document Item</th>
<th>Short Text</th>
<th>Order Quantity</th>
<th>Unit</th>
<th>Status</th>
<th>Purchase Requisitions</th>
<th>Goods Receipts</th>
<th>Invoices</th>
<th>Open Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>000010</td>
<td>CORE DRILLING</td>
<td>1</td>
<td>FU</td>
<td>Partially Delivered</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>000020</td>
<td>CORE DRILLING PROJECT 033 12 EAST-GSS</td>
<td>1</td>
<td>FU</td>
<td>Deleted</td>
<td>0</td>
<td>0</td>
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</tr>
<tr>
<td>000030</td>
<td>ADVANCE CUTTING PROJECT 021 (SD)</td>
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<td>FU</td>
<td>Partially Delivered</td>
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<td>3</td>
<td>2</td>
<td></td>
</tr>
</tbody>
</table>

#### Display:
- Item Overview

Enter Document number & click "Display"
Select line item & choose type of document for tracing
Click "Vendor Information" to display suppliers list
Click “Source of Supply for Vendor” to display Outline agreements.