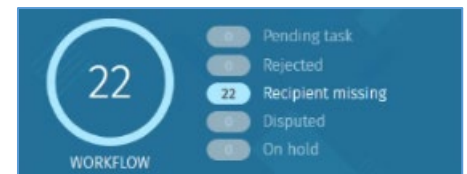


RESOLVING WORKFLOW EXCEPTIONS: WORKFLOW QUEUE

Basware P2P forwards invoices that it cannot automatically process to the manual workflow. Pre-processing is typically performed by AP users who fill out the missing invoice data or coding. Upon completion, the invoice is sent to the workflow. The **Workflow** page is specifically designed for AP users to handle any possible exceptions during the manual invoice workflow.

The most common exceptions include, but are not limited to:

- Credit memo request
- Invoice cancelation request
- Process cancelation request
- Request for a new recipient
- Recipient missing



On the Workflow page, AP users can view and manage invoices and tasks related to invoices. The invoice process can also be canceled if necessary. When opening an invoice with an exception from the list view, the invoice is shown on the **Task management** tab where the current tasks for this invoice can be managed. AP users can cancel, add, or change the tasks. In certain cases, tasks must be transferred from the original user to another user or group. This can be done on the **Workflow** page using the **Forward** action. The AP clerk can easily search for all tasks of a certain user and then select a new recipient or recipient group using the **Forward** action.

Pending Task:

You can view pending tasks in a list view to make changes to and/or do multiple actions on, after selecting the appropriate lines.

Rejected:

Invoices that have been prohibited to process within the workflow because they do not have a valid organization and/or valid configuration.

Recipient Missing:

The recipient resolver was not recognized to send through the approval workflow, based on the data on the invoice.

What to do:

- Click the Invoice > Click the **Workflow** tab > Click **Forward** > Enter a recipient from the drop-down menu > Enter a **Comment** > Click **Forward**

Disputed:

An invoice that has been disputed and returned to the supplier to resolve.

On Hold:

Disputed invoices that have been placed on hold. No workflow tasks (review or approve) can be performed on the invoice until the dispute has been resolved. The hold can be lifted when the dispute has been resolved and the invoice is released back into the workflow.