

USER GUIDE

Invoice Management with SAP Operational Process Intelligence powered by SAP HANA

*Take complete control of invoices in Accounts Payable process with
real time visibility at Telecommunication Company*

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1 OVERVIEW

1.1 SCENARIO DESCRIPTION

Account Payable process begins with vendor invoice received through different channels. The invoice are converted to EDI form and undergo multiple approval steps before making payment. The Process may span across multiple systems including SAP and non-SAP systems. There is a shared service centre for this Telecom Company that receives and validates all incoming invoices, arriving from several channels (EDI, Postal Mail, eMail, Fax, and File transfers) from several countries in South America. These invoices may have transmission errors like duplicate invoices, incomplete invoices, and erroneous invoices. Usually, the entire account payable processes are monitored and measured by exporting relevant data from backend systems to excel files, and then working manually to then present graphs and KPIs in PowerPoint files to the business heads.

1.2 BUSINESS PAIN POINTS

The following scenario addresses these major challenges that Services Manager, Erica Sanchez, at the telecommunication company faces in her everyday activities:

- a. Limited real-time insight into end-to-end invoice value chain
- b. High amount of manual work and high risk of errors
- c. No capability to proactively address invoices that are in/about to be in risk
- d. Delay in payment and escalation from vendors/suppliers

1.3 KEY MESSAGES AND VALUE PROPOSITION

SAP Operational Process Intelligence (OPInt) powered by SAP HANA enables line-of-business users to gain process visibility across their end-to-end business processes with a clear focus, improving the operational decision making to achieve better business outcomes.

SAP OPInt enable business to track the progress and milestones of key performance indicators that are crucial for their business. These KPIs are defined in OPInt using measures and indicators. KPIs for this Invoice Management System scenario are:

- Daily Transmission Error Count
- Number of Duplicate Invoices Received
- Invoices requiring Rework
- Cycle Time: Payment
- Cycle Time: Verification
- Daily Invoice Volume

SAP OPInt provides Space.me which will be used by Services Manager, Erica, to get consolidated visualization to track progress of invoices that are overdue or at risk, observe the trends, monitor their key KPIs and take appropriate actions to resolve the problems that are causing breach in the KPIs. This helps her to better collaborate between the organizational units throughout the value chain.

1.4 STORY FLOW

Invoices are received from various suppliers in a telecommunication company through different channels such as paper, scanned or OCR. Once the invoice is placed and invoice is received by Accounts Payment department - then invoice verification starts. Invoices are received via three different channels (OCR, Manual, and Electronic Platform) and validated. As part of verification, the basic information is checked, then invoices are scanned for location and price and finally a status report is created and updated in the system. Based on the status invoices are either posted for clearance or rejected.

If the invoice is posed for clearance, then a set of activities are performed that include vendor item reclassifications, clearings and partial payments. Then vendor reconciliation happens where Accounts Payable department reconciles supplier invoices. Process is completed when payments are done.

Business Scenario

Description

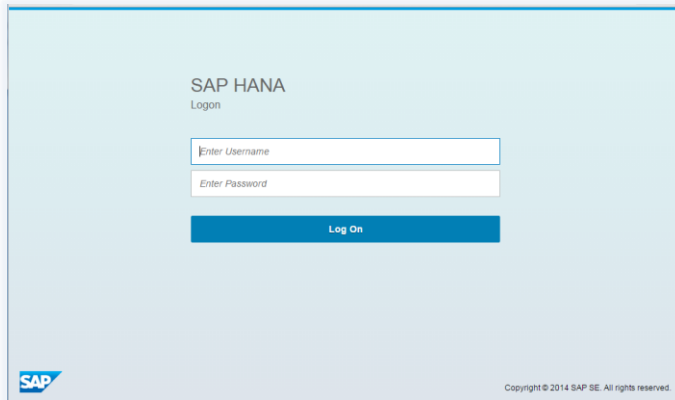
- 1 Invoice is created and received by Accounts Payable department
- 2 Invoice is checked and verified. Status is set to the invoice
- 3 If verified, then invoices are posted for clearance and payments
- 4 Once invoice and payment documents are cleared, vendor reconciliation happens
- 5 Process is completed once the Payment is done

2. STEP-BY-STEP GUIDE

Step 1 – Access OPInt home page

1. Login to space.me with user: **Erica** and password: **Abcd1234**

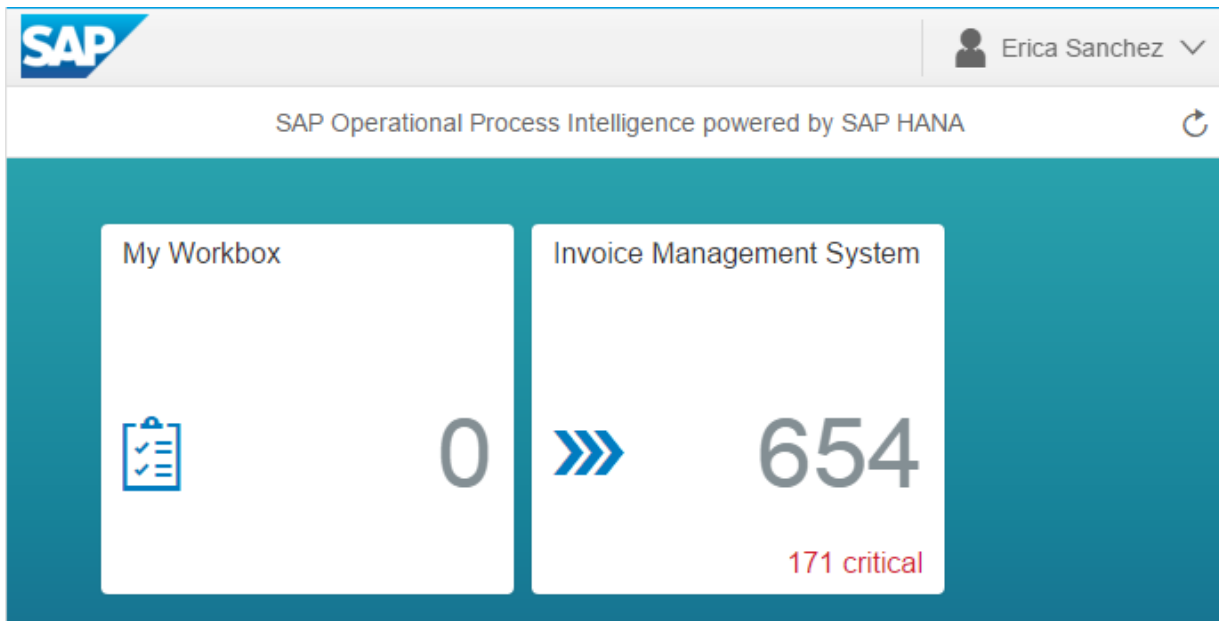
<https://smartprocessapps636d78be.hana.ondemand.com/sap/opi/pv/workspace>



The image shows the SAP HANA login interface. At the top, it says "SAP HANA" and "Loton". Below this are two input fields: "Enter Username" and "Enter Password". A blue "Log On" button is positioned below the password field. The SAP logo is in the bottom left corner, and the copyright notice "Copyright © 2014 SAP SE. All rights reserved." is in the bottom right corner.

2. You can see the open invoices which are currently under process in a telecommunication company, out of which status of 171 invoices are critical i.e. these invoices are delayed payment to supplier

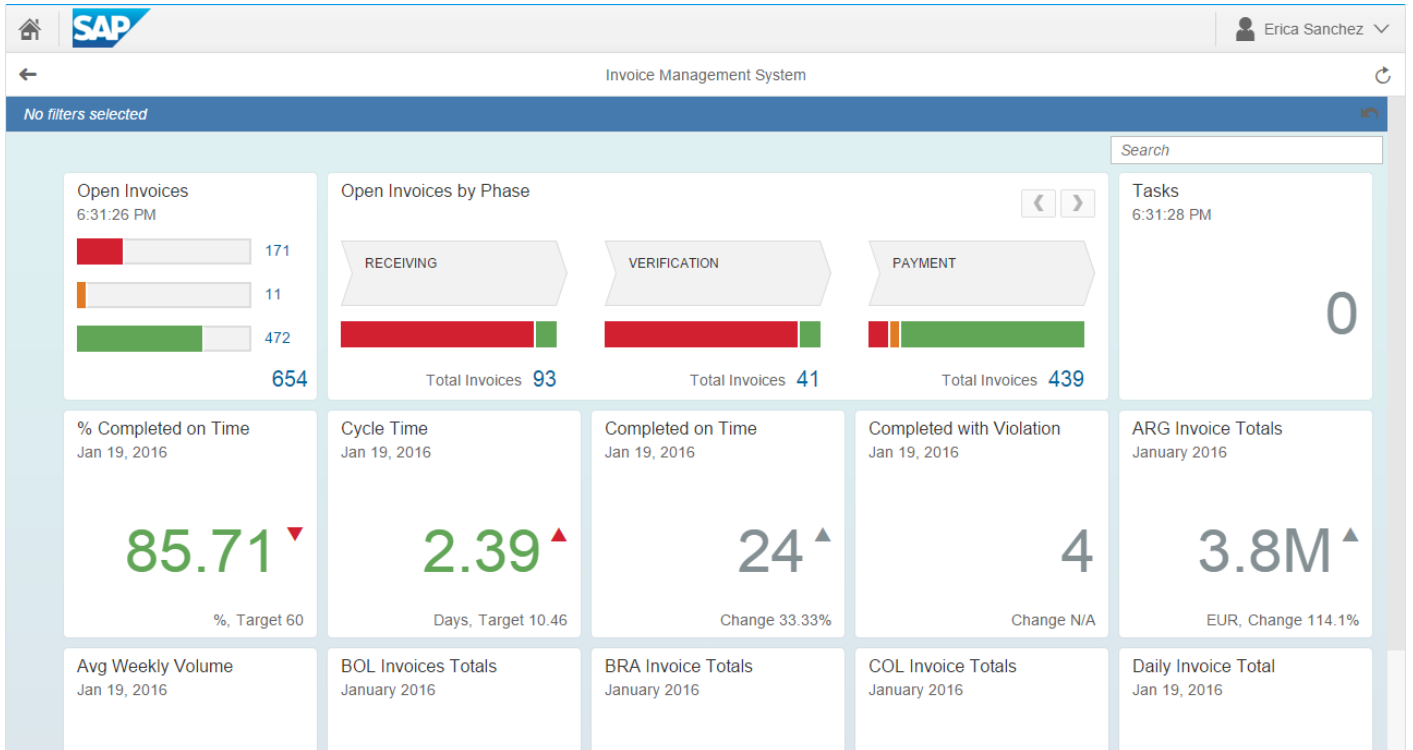
Click on the **Invoice Management System** tile and you will be navigating to the details of these invoices.



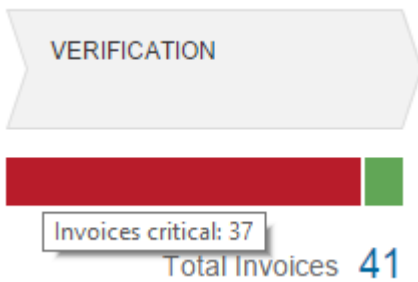
The image displays the SAP Operational Process Intelligence (OPInt) home page. The top navigation bar includes the SAP logo on the left and the user name "Erica Sanchez" with a dropdown arrow on the right. Below the navigation bar, the text "SAP Operational Process Intelligence powered by SAP HANA" is centered, with a refresh icon on the right. The main content area features two large tiles on a teal background. The left tile, titled "My Workbox", shows a clipboard icon and the number "0". The right tile, titled "Invoice Management System", shows a blue arrow icon, the number "654", and "171 critical" in red text below it.

- Explore **Open Invoices** and **Open Invoices by Phase** tiles to analyze invoices that are overdue or at risk. You will see that there are lots of pending invoice in **VERIFICATION** phase.

Now drills down into **VERIFICATION** phase to get complete details of all the pending invoices.



- Select the critical instances (in RED color) in **VERIFICATION** phase



Step 2 – Analyzing the Problem Cluster

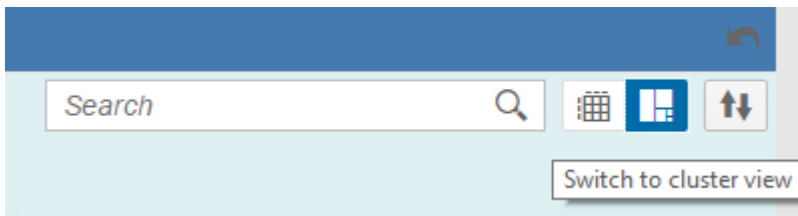
Here you would see how to cluster the reasons for the delay in verification of the invoices and how to take actions to keep these invoices cleared on-time.

1. You will see complete list of invoices that are critical in **VERIFICATION** phase in **Open Invoices** page

Filtered by Status (Critical) and Phase (Verification)

Status	Subst...	Work I...	Priority	Invoic...	Vend...	Vendr...	Country	Invoic...	OverD...	Due D...	Amount	Primar...	Secon...	Channel	Mode	User ID	Logge...	Phase	Elapse...
	Slow Progress	1401792 436	Medium	0017924 36	2069823 504	Metro Chrysler Dodge Jeep	ECU	Jan 19, 2016, 5:30:00 AM	-10	Jan 29, 2016, 5:30:00 AM	231,58...	Claimed	—	ICC	eMail	1080006	Mar 7, 2015, 12:44:08 PM	Verificati on	11 h 23 min
	Slow Progress	1401737 639	Medium	0017376 39	1835456 245	Plastic Bottle Company	URY	Jan 19, 2016, 5:30:00 AM	-10	Jan 29, 2016, 5:30:00 AM	8,836...	Claimed	—	ICC	eMail	1080084	Mar 7, 2015, 2:40:24 PM	Verificati on	11 h 21 min
	Slow Progress	1401781 051	Medium	0017810 51	2048661 814	BODEG A MAC	BRA	Jan 19, 2016, 5:30:00 AM	-10	Jan 29, 2016, 5:30:00 AM	4,384...	Claimed	—	ICC	eMail	1080044	Mar 7, 2015, 1:24:37 PM	Verificati on	11 h 20 min
	Slow Progress	1401785 370	Medium	0017853 70	2048661 814	BODEG A MAC	BRA	Jan 19, 2016, 5:30:00 AM	-10	Jan 29, 2016, 5:30:00 AM	23,819...	Claimed	—	ICC	Fax	1080014	Mar 7, 2015, 12:57:36 PM	Verificati on	11 h 19 min
	Slow Progress	1401787 138	Medium	0017871 38	2048661 814	BODEG A MAC	BRA	Jan 19, 2016, 5:30:00 AM	-2	Jan 21, 2016, 5:30:00 AM	8,974...	Claimed	—	Adquira	EDI	1080088	Mar 7, 2015, 12:57:50 PM	Verificati on	11 h 19 min
	Slow Progress	1401756 086	Medium	0017560 86	1927135 554	P + S Technik	ARG	Jan 19, 2016, 5:30:00 AM	-10	Jan 29, 2016, 5:30:00 AM	22,742...	Claimed	—	ICC	EDI	1080018	Mar 7, 2015, 1:24:59 PM	Verificati on	10 h 47 min
	Slow Progress	1401786 458	Medium	0017864 58	2048661 814	BODEG A MAC	BRA	Jan 19, 2016, 5:30:00 AM	-10	Jan 29, 2016, 5:30:00 AM	19,351...	Claimed	—	ICC	Fax	1080018	Mar 7, 2015, 1:38:27 PM	Verificati on	10 h 25 min

2. Select **'Switch to Cluster View'** option (next to Search)



- Explore various clusters by selecting Attributes and filtering as shown the picture below
Notice that the cluster with *Country* as *Brazil (BRA)* and *Channel* as *On-Line* that has the maximum invoices waiting to be verified

The screenshot displays the SAP 'Open Invoices' interface. At the top, it shows the SAP logo, a home icon, and the user name 'Erica Sanchez'. The main header indicates the view is filtered by 'Status (Critical)' and 'Phase (Verification)'. The central treemap visualization shows a hierarchy of invoice clusters. The largest cluster is 'On-Line' under the 'BRA' country. Other clusters include 'Adquira' under 'BOL', 'PER', and 'URY', and 'ICC' under 'ARG'. On the right side, the 'Attributes' panel is open, showing a list of attributes with checkboxes. The 'Country' and 'Channel' attributes are checked, indicating they are used for filtering the data.

- Select cluster for *BRA* → *On-line* and click on the **Navigate to Invoices**
You will be navigating to the invoices (-stuck in VERIFICATION phase-) bounded for Brazil region where the broadband connection request is done via on-line.

Open Invoices

Filtered by Status (Critical) and Phase (Verification)

Search

Critical
Slow Progress

Attributes

- Status
- Substatus
- Phase
- Work Item
- Priority
- Invoice No
- Vendor No
- Vendor Name
- Country
- Primary Status
- Secondary Status
- Channel
- Mode
- User ID

BRA
 Status: Critical
 Substatus: Slow Progress
 Country: BRA
 Channel: On-Line
 Invoices: 3
 Filter Navigate to Invoices
 On-Line
 URY

BOL Adquira

BRA Adquira

PER Adquira

ARG ICC

Open Invoices

Filtered by Status (Critical) and Substatus (Slow Progress) and Country (BRA) and Channel (On-Line) and Phase (Verification)

Search

Sta...	Sub...	Wor...	Prio...	Invo...	Ven...	Ven...	Cou...	Invo...	Ove...	Due ...	Amo...	Prim...	Sec...	Cha...	Mode	User...	Log...	Phase	Elaps...
	Slow Progress	14017 82336	Medium	00178 2336	20486 61814	BODE GA MAC	BRA	Jan 19, 2016, 5:30:0 0 AM	-5	Jan 24, 2016, 5:30:0 0 AM	8,40...	Claimed	—	On-Line	electronic file	I08003 8	Mar 7, 2015, 4:16:0 3 PM	Verification	7 h 42 min
	Slow Progress	14017 82632	Medium	00178 2632	20486 61814	BODE GA MAC	BRA	Jan 19, 2016, 5:30:0 0 AM	-10	Jan 29, 2016, 5:30:0 0 AM	9,85...	Claimed	—	On-Line	eMail	I08008 5	Mar 7, 2015, 5:48:5 0 PM	Verification	6 h 50 min
	Slow Progress	14017 84410	Medium	00178 4410	20486 61814	BODE GA MAC	BRA	Jan 19, 2016, 5:30:0 0 AM	-30	Feb 18, 2016, 5:30:0 0 AM	16,4...	Claimed	—	On-Line	electronic file	I08007 9	Mar 7, 2015, 9:13:3 7 PM	Verification	4 h 14 min

5. Select one invoice by clicking on any row to see detailed information of that invoice

Open Invoices

Filtered by Status (Critical) and Substatus (Slow Progress) and Country (BRA) and Channel (On-Line) and Phase (Verification)

Search

Sta...	Sub...	Wor...	Prio...	Invo...	Ven...	Ven...	Cou...	Invo...	Ove...	Due ...	Amo...	Prim...	Sec...	Cha...	Mode	User...	Log...	Phase	Elaps...
	Slow Progress	1401782336	Medium	001782336	2048661814	BODEGA MAC	BRA	Jan 19, 2016, 5:30:00 AM	-5	Jan 24, 2016, 5:30:00 AM	8,40...	Claimed	—	On-Line	electronic file	I080038	Mar 7, 2015, 4:16:03 PM	Verification	7 h 43 min

Step 3 – Detailed Information of Invoice

Explore complete detail of an individual invoice together with various status information like how many hours has the invoice been blocked in the VERIFICATION phase.

1. Check the current overall status of the invoice and also the status of each phase

SAP

Invoice

Erica Sanchez

Status Information Tasks

Complete Invoice by Jan 24, 2016, 5:29:59 AM
 Invoice should be in phase Payment but is in Verification

Start Date: Jan 19, 2016, 11:19:01 AM
 Planned End Date: Jan 24, 2016, 5:29:59 AM
 Forecasted End Date: Feb 3, 2016, 10:49:06 PM

RECEIVING ✔ Completed on Time VERIFICATION ● Critical PAYMENT ○ Not Started

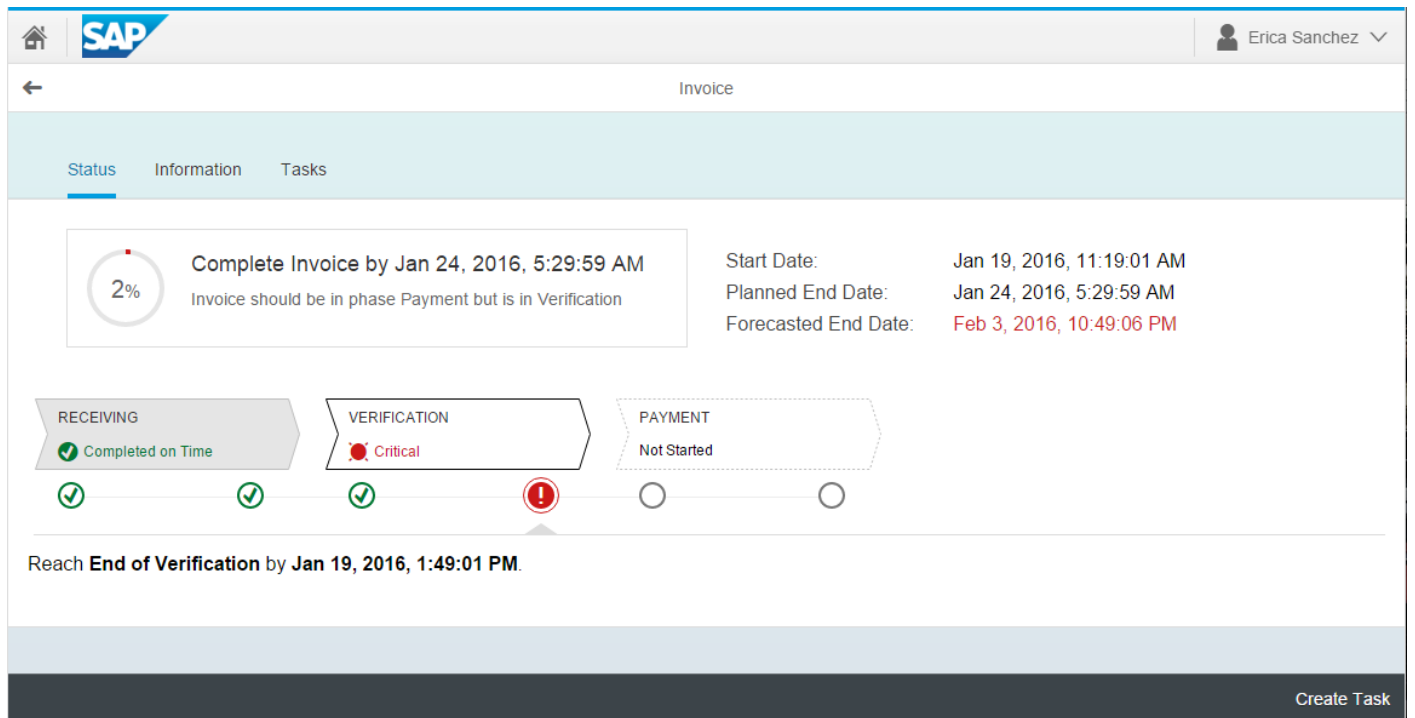
Reach **End of** Complete Verification by Jan 19, 2016, 1:49:01 PM

Planned End	Jan 19, 2016, 1:49:01 PM
Actual	7 h 37 min
Target	30 min
Latest Run	
Start Date	Jan 19, 2016, 11:25:08 AM
End Date	—
Time Spent	7 h 37 min

Create Task



2. Check the milestones status under each phase



The screenshot shows the SAP interface for an 'Invoice' task. At the top, there is a navigation bar with a home icon, the SAP logo, and the user name 'Erica Sanchez'. Below this is a breadcrumb trail 'Invoice' and a tabbed interface with 'Status', 'Information', and 'Tasks' tabs. The 'Status' tab is active, displaying a progress indicator showing 2% completion. A key message states: 'Complete Invoice by Jan 24, 2016, 5:29:59 AM. Invoice should be in phase Payment but is in Verification'. To the right, a table lists dates: Start Date (Jan 19, 2016, 11:19:01 AM), Planned End Date (Jan 24, 2016, 5:29:59 AM), and Forecasted End Date (Feb 3, 2016, 10:49:06 PM). Below this is a process flow diagram with three phases: RECEIVING (Completed on Time), VERIFICATION (Critical), and PAYMENT (Not Started). Each phase has a corresponding milestone icon below it: a green checkmark for RECEIVING, a red exclamation mark for VERIFICATION, and a grey circle for PAYMENT. A warning message at the bottom of the diagram reads: 'Reach End of Verification by Jan 19, 2016, 1:49:01 PM'. A 'Create Task' button is located in the bottom right corner.



Complete Invoice by Jan 24, 2016, 5:29:59 AM
Invoice should be in phase Payment but is in Verification

Start Date: Jan 19, 2016, 11:19:01 AM
Planned End Date: Jan 24, 2016, 5:29:59 AM
Forecasted End Date: Feb 3, 2016, 10:49:06 PM

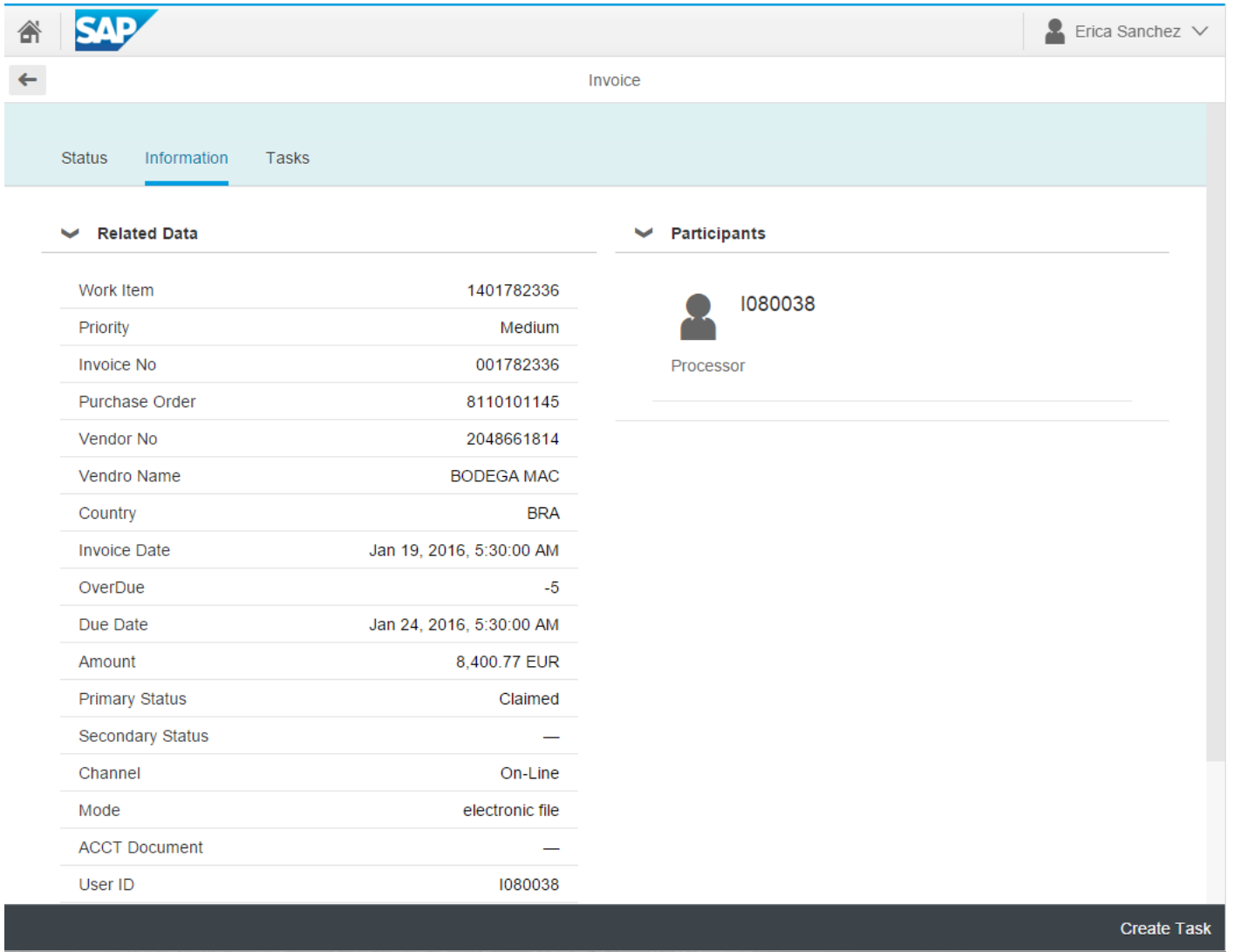
RECEIVING: Completed on Time
VERIFICATION: Critical
PAYMENT: Not Started

Reach **End of Verification** by Jan 19, 2016, 1:49:01 PM.

Create Task


NOTE: The small circles like  or  under the phases like RECEIVING, VERIFICATION are milestones. For more details on phases and milestones, read the Developer's Guide

3. Navigate to **Information** and **Tasks** tab to view more context details about the invoice



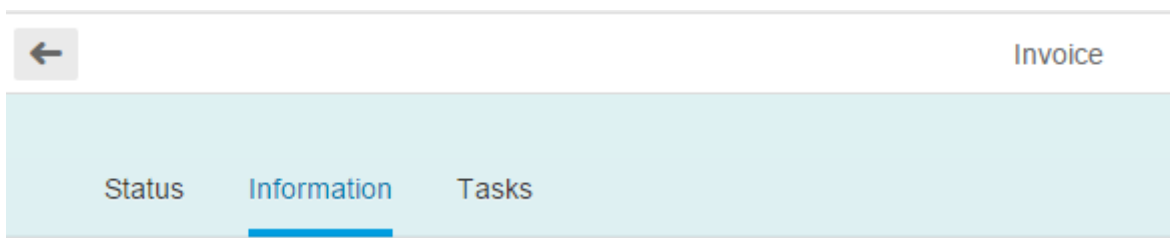
The screenshot shows the SAP interface for an invoice. At the top, there is a navigation bar with a home icon, the SAP logo, and the user name 'Erica Sanchez'. Below this is a breadcrumb trail showing 'Invoice'. A tabbed interface has three tabs: 'Status', 'Information' (which is selected and highlighted), and 'Tasks'. The main content area is divided into two columns. The left column, titled 'Related Data', contains a list of invoice details. The right column, titled 'Participants', shows a single participant with a user ID of 'I080038' and the role of 'Processor'. At the bottom right of the main content area, there is a 'Create Task' button.

Related Data	
Work Item	1401782336
Priority	Medium
Invoice No	001782336
Purchase Order	8110101145
Vendor No	2048661814
Vendro Name	BODEGA MAC
Country	BRA
Invoice Date	Jan 19, 2016, 5:30:00 AM
OverDue	-5
Due Date	Jan 24, 2016, 5:30:00 AM
Amount	8,400.77 EUR
Primary Status	Claimed
Secondary Status	—
Channel	On-Line
Mode	electronic file
ACCT Document	—
User ID	I080038

Participants	
	I080038
Processor	

Create Task

4. Navigate back, using **Back** button  to the *Open Invoices* page after you have explored the content

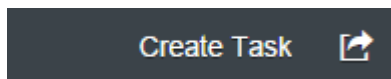


Step 4 – Creating a Task

After analysing invoices, Erica has to take action to ensure that these invoices are moved out of the VERIFICATION phase on time.

You (-as Erica-) will create a task for Thomas, who you know is in charge of Brazil region. Thomas would then reply to the task and you can then choose to CONFIRM or REOPEN based on the response from him

1. In the Cluster View, click on **Create Task** button (bottom right on the button bar)



2. Enter *Subject* and *Description* of the task and then click on '**Create**' button to create the task.
Note: While entering description enter username with prefix @. This symbol is used to identify the user to which will be assigned.

Enter the Subject as:

Pending Invoices in Brazil region

Enter the Description as:

@Thomas : Why are invoices not yet been verified in Brazil region ?

New task for this Invoice Management System instance

*Subject:

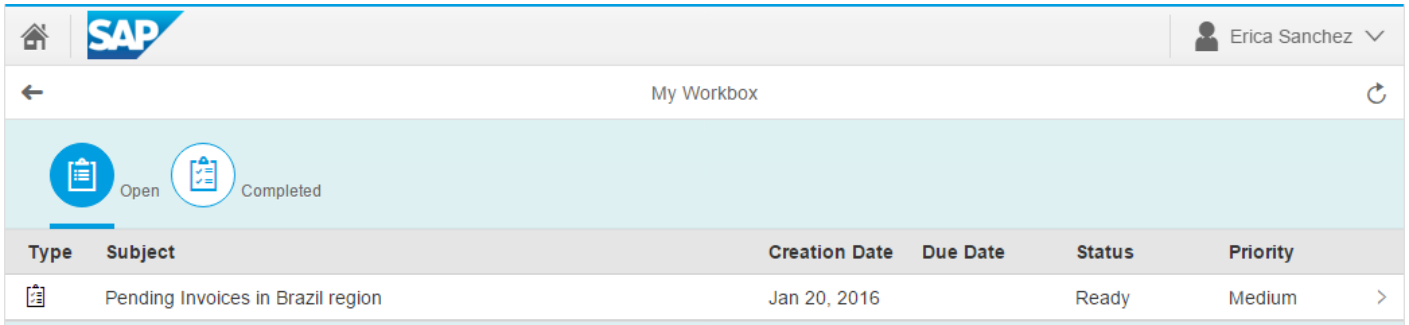
Description:

Create Cancel

- The task will be shown in user's **My Workbox** tile. Both the assignee (i.e. *Thomas* in this example) and assigner (i.e. *Erica* in this example) will see the task in their respective **My Workbox** after they login to Oplnt space.me

The screenshot shows the SAP Operational Process Intelligence dashboard. At the top left is the SAP logo. At the top right, the user name 'Erica Sanchez' is displayed with a dropdown arrow. Below the header, the text 'SAP Operational Process Intelligence powered by SAP HANA' is centered, with a refresh icon on the right. The main content area features two white tiles on a teal background. The first tile, 'My Workbox', contains a clipboard icon and the number '1'. The second tile, 'Invoice Management System', contains a blue chevron icon, the number '654', and '172 critical' in red text below it.

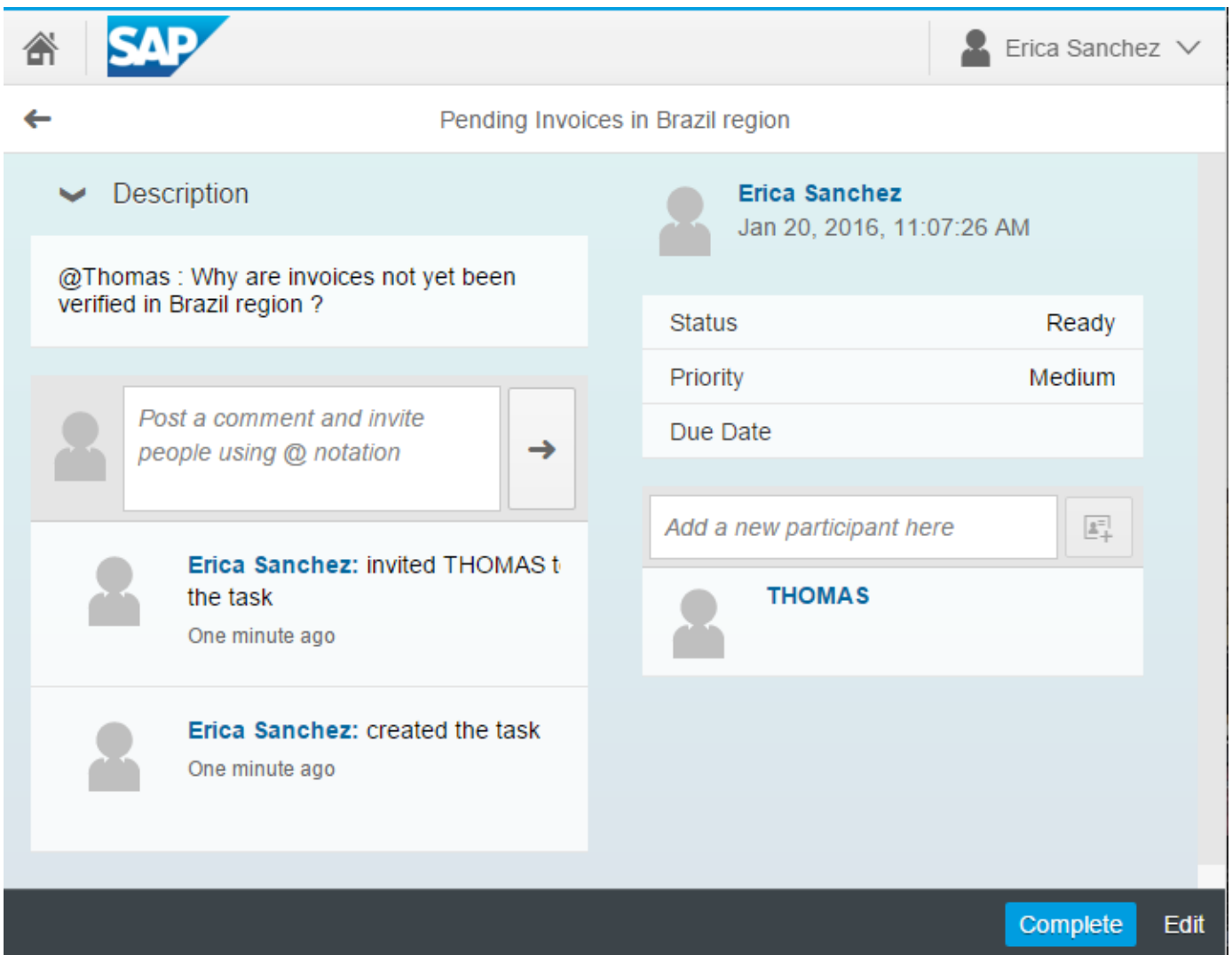
4. Click on **My Workbox** and Select the task “Pending Invoices in Brazil region”



The screenshot shows the SAP My Workbox interface. At the top, there is a home icon, the SAP logo, and the user name "Erica Sanchez". Below the header, there is a navigation bar with a back arrow, "My Workbox", and a refresh icon. The main area contains two circular icons: "Open" (with a clipboard icon) and "Completed" (with a checkmark icon). Below these icons is a table with the following data:

Type	Subject	Creation Date	Due Date	Status	Priority
	Pending Invoices in Brazil region	Jan 20, 2016		Ready	Medium

5. In Task Description page, select **Edit**

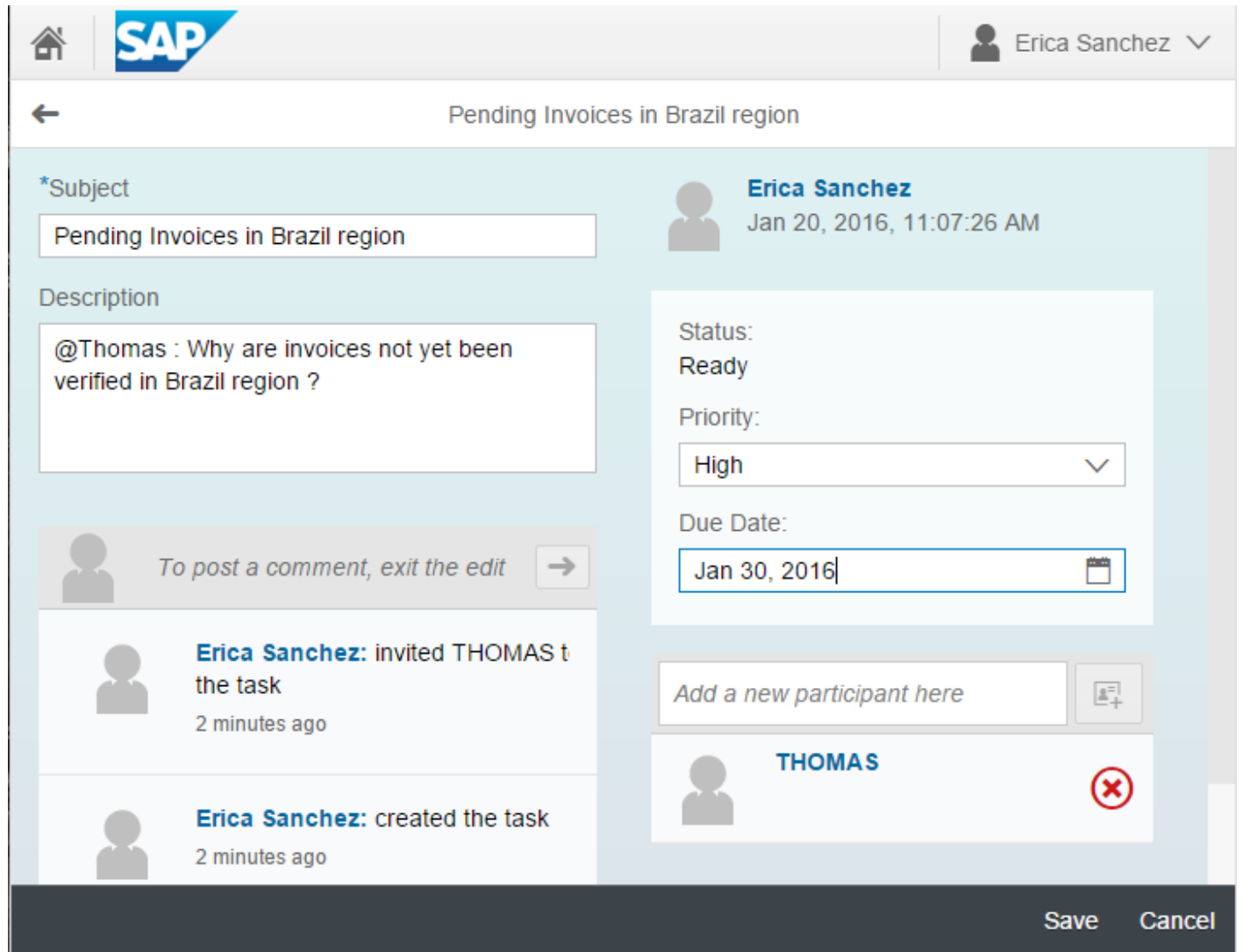


The screenshot shows the SAP Task Description page for the task "Pending Invoices in Brazil region". The header includes a home icon, the SAP logo, and the user name "Erica Sanchez". The main content area is divided into two columns. The left column contains a "Description" section with a dropdown arrow, a text input field containing "@Thomas : Why are invoices not yet been verified in Brazil region ?", a "Post a comment and invite people using @ notation" button, and two activity entries: "Erica Sanchez: invited THOMAS t the task" and "Erica Sanchez: created the task", both dated "One minute ago". The right column shows the task creator "Erica Sanchez" with the timestamp "Jan 20, 2016, 11:07:26 AM", a metadata table, an "Add a new participant here" button, and a participant card for "THOMAS". The metadata table is as follows:

Status	Ready
Priority	Medium
Due Date	

At the bottom right of the page, there are two buttons: "Complete" and "Edit".

6. Change the Priority of the task to HIGH and Due Date
You may also choose to add more participant or delete existing ones



The screenshot shows the SAP mobile application interface for editing a task. At the top, there is a navigation bar with a home icon, the SAP logo, and the user's name 'Erica Sanchez' with a dropdown arrow. Below this is a title bar with a back arrow and the text 'Pending Invoices in Brazil region'. The main content area is divided into two columns. The left column contains the task details: a subject field with 'Pending Invoices in Brazil region', a description field with '@Thomas : Why are invoices not yet been verified in Brazil region ?', and a list of activity logs. The right column contains the task configuration: a status field set to 'Ready', a priority dropdown menu set to 'High', and a due date field set to 'Jan 30, 2016'. Below the configuration fields is a section for participants, with a text input field 'Add a new participant here' and a plus icon. A participant named 'THOMAS' is listed with a red 'X' icon next to it, indicating it can be removed. At the bottom of the screen, there are 'Save' and 'Cancel' buttons.

***Subject**
Pending Invoices in Brazil region

Description
@Thomas : Why are invoices not yet been verified in Brazil region ?

Erica Sanchez
Jan 20, 2016, 11:07:26 AM

Status:
Ready

Priority:
High

Due Date:
Jan 30, 2016

To post a comment, exit the edit →

Erica Sanchez: invited THOMAS to the task
2 minutes ago

Erica Sanchez: created the task
2 minutes ago

Add a new participant here

THOMAS

Save Cancel

7. Save the task

The screenshot displays the SAP mobile interface for a task. At the top, there is a navigation bar with a home icon, the SAP logo, and the user's name 'Erica Sanchez'. Below this is a title bar with a back arrow and the task title 'Pending Invoices in Brazil region'. The main content area is divided into two columns. The left column contains a 'Description' section with a dropdown arrow, a text input field containing '@Thomas : Why are invoices not yet been verified in Brazil region ?', a comment input field with a placeholder 'Post a comment and invite people using @ notation' and a right-pointing arrow, and two activity entries: 'Erica Sanchez: updated the priorit' and 'Erica Sanchez: updated the due date', both dated 'A few moments ago'. The right column shows the user 'Erica Sanchez' with a timestamp 'Jan 20, 2016, 11:07:26 AM', a table of task metadata, an 'Add a new participant here' field with a plus icon, and a participant card for 'THOMAS'. At the bottom right, there are 'Complete' and 'Edit' buttons.

Home | SAP | Erica Sanchez

← Pending Invoices in Brazil region

Description

@Thomas : Why are invoices not yet been verified in Brazil region ?

Post a comment and invite people using @ notation

Erica Sanchez: updated the priorit
A few moments ago

Erica Sanchez: updated the due date
A few moments ago

Erica Sanchez
Jan 20, 2016, 11:07:26 AM

Status	Ready
Priority	High
Due Date	Jan 30, 2016

Add a new participant here

THOMAS

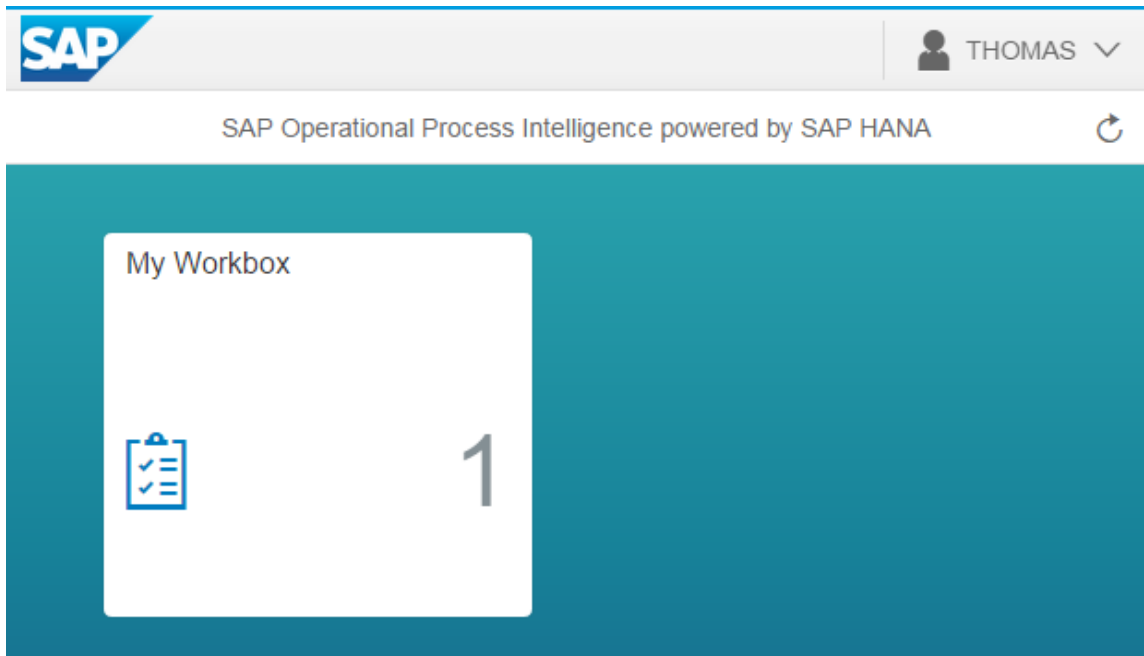
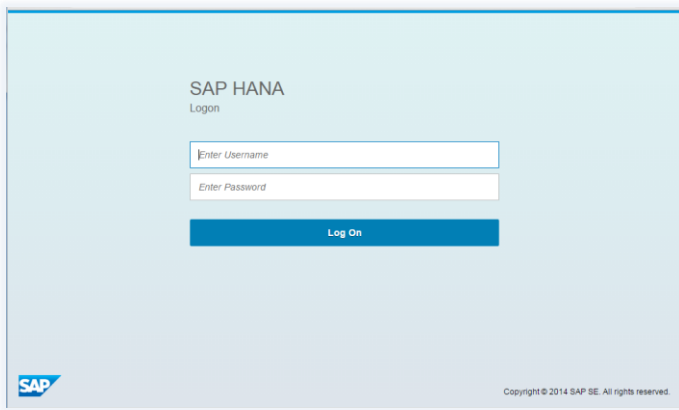
Complete Edit

Step 5 – Task Collaboration

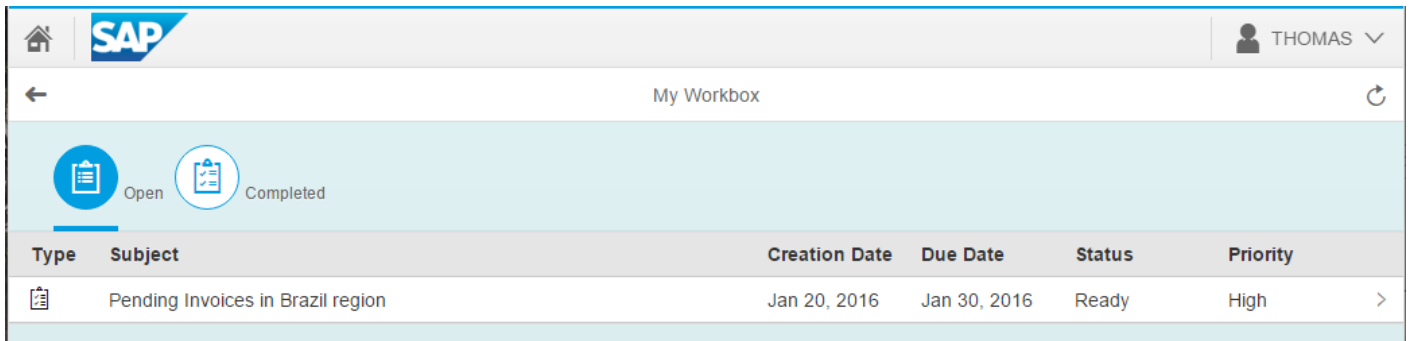
Explore **My Workbox** of the users involved in a task, to see how SAP Operational Process Intelligence helps them to manage their tasks and resolve the issue in a collaborative fashion.

1. Logoff as **Erica** user
2. Login to space.me with user: **Thomas** and password: **Abcd1234**


<https://smartprocessapps636d78be.hana.ondemand.com/sap/opi/pv/workspace>



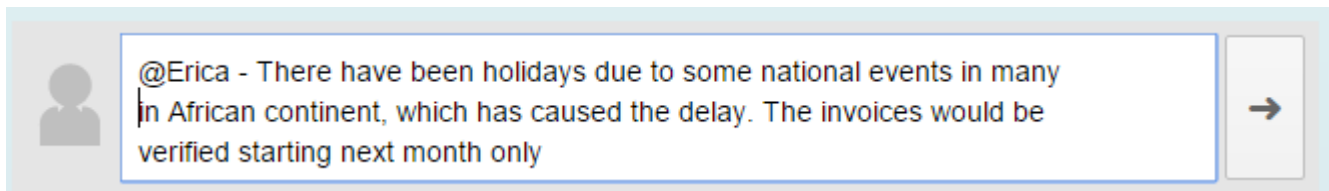
3. Click on **My Workbox** tile to see list of open tasks.



The screenshot shows the SAP My Workbox interface. At the top, there is a navigation bar with the SAP logo on the left and the user name 'THOMAS' on the right. Below the navigation bar, the title 'My Workbox' is centered. There are two filter buttons: 'Open' (with a blue circle icon) and 'Completed' (with a white circle icon). Below the filters is a table with the following columns: Type, Subject, Creation Date, Due Date, Status, and Priority. The table contains one row with the following data:

Type	Subject	Creation Date	Due Date	Status	Priority
	Pending Invoices in Brazil region	Jan 20, 2016	Jan 30, 2016	Ready	High

4. Select the task "*Pending Invoices in Brazil region*" to reply
5. Post a reply/comment and click **COMPLETED** button.
"@Erica - There have been holidays due to some national events in many regions in African continent, which has caused the delay. The invoices would be verified starting next month only"



The screenshot shows the reply input field in the SAP My Workbox interface. It features a text input area with a blue border and a right-pointing arrow button. The text entered in the input field is: "@Erica - There have been holidays due to some national events in many in African continent, which has caused the delay. The invoices would be verified starting next month only".

SAP THOMAS

Pending Invoices in Brazil region

Description

@Thomas : Why are invoices not yet been verified in Brazil region ?

Post a comment and invite people using @ notation

Erica Sanchez
Jan 20, 2016, 11:07:26 AM

Status	Ready
Priority	High
Due Date	Jan 30, 2016

Add a new participant here

THOMAS

THOMAS: @Erica - There have been holidays due to some national events in many in African continent, which has caused the delay. The invoices would be verified starting next month only
A few moments ago

Erica Sanchez: updated the priority
4 minutes ago

Erica Sanchez: updated the due date
4 minutes ago

Erica Sanchez: invited THOMAS to the task
7 minutes ago

Complete Edit

6. Task once completed would appear under **Completed** tab in Thomas' and Erica's **My Workbox**

SAP THOMAS

My Workbox

Open Completed

Type	Subject	Creation Date	Due Date	Status	Priority
	Pending Invoices in Brazil region	Jan 20, 2016	Jan 30, 2016	Completed	High

7. Logoff as Thomas and Login to Space.me as **Erica** username and password **Abcd1234**

8. Open the **My Workbox** tile and switch to **Completed** tab

The screenshot shows the SAP My Workbox interface. At the top, there is a navigation bar with the SAP logo and the user name 'Erica Sanchez'. Below the navigation bar, there are two tabs: 'Open' and 'Completed', with 'Completed' being the active tab. A table below the tabs displays the following data:

Type	Subject	Creation Date	Due Date	Status	Priority
	Pending Invoices in Brazil region	Jan 20, 2016	Jan 30, 2016	Completed	High

9. Select the task “Pending Invoices in Brazil region” to open
See the response from Thomas and click **CONFIRM** button

The screenshot shows the SAP task detail page for 'Pending Invoices in Brazil region'. The page is divided into two main sections: a left sidebar for the task details and a right sidebar for the task status and participants.

Task Details (Left Sidebar):

- Description:** @Thomas : Why are invoices not yet been verified in Brazil region ?
- Comments:**
 - THOMAS:** completed the task (One minute ago)
 - THOMAS:** @Erica - There have been holidays due to some national events in many in African continent, which has caused the delay. The invoices would be verified starting next month only (One minute ago)
 - Erica Sanchez:** updated the priority (6 minutes ago)
 - Erica Sanchez:** updated the due date (6 minutes ago)
 - Erica Sanchez:** invited THOMAS to the task (6 minutes ago)

Task Status and Participants (Right Sidebar):

- Status:** Completed
- Priority:** High
- Due Date:** Jan 30, 2016
- Participants:** THOMAS

At the bottom right of the page, there are two buttons: **Confirm** and **Reopen**.

Step 6 – Details of Task

At any given time, Erica and Thomas can full conversation of task collaboration by choosing that task from their **My Workbox** under Completed tab

1. Login to Space.me as **Erica** or **Thomas** username and password **Abcd1234**
2. Open **My Workbox** and Select the task.
If the task is open you will see it in **Open** tab or else in **Completed** tab

The screenshot shows the SAP Space.me interface for a task titled "Pending Invoices in Brazil region". The user "Erica Sanchez" is logged in. The task description is "@Thomas : Why are invoices not yet been verified in Brazil region ?". The task status is "Confirmed", priority is "High", and the due date is "Jan 30, 2016". The task history shows the following updates:

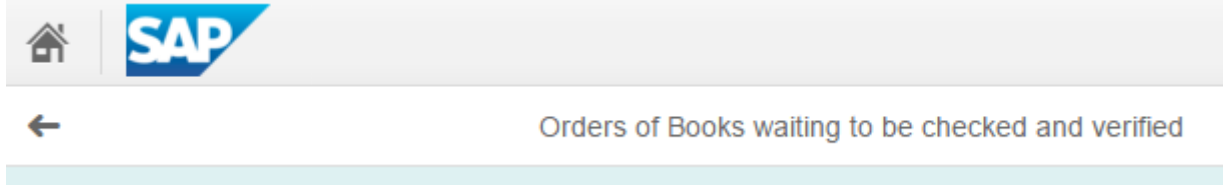
- Erica Sanchez:** confirmed the completion of the task (A few moments ago)
- THOMAS:** completed the task (2 minutes ago)
- THOMAS:** @Erica - There have been holidays due to some national events in many in African continent, which has caused the delay. The invoices would be verified starting next month only (2 minutes ago)
- Erica Sanchez:** updated the priority (7 minutes ago)
- Erica Sanchez:** updated the due date (7 minutes ago)

On the right side, there is a user profile for "Erica Sanchez" with the timestamp "Jan 20, 2016, 11:07:26 AM". Below the profile, there is a table with the following data:

Status	Confirmed
Priority	High
Due Date	Jan 30, 2016

Below the table, there is a message: "You can only add participants to an" with a plus icon. Below that, there is a user profile for "THOMAS".

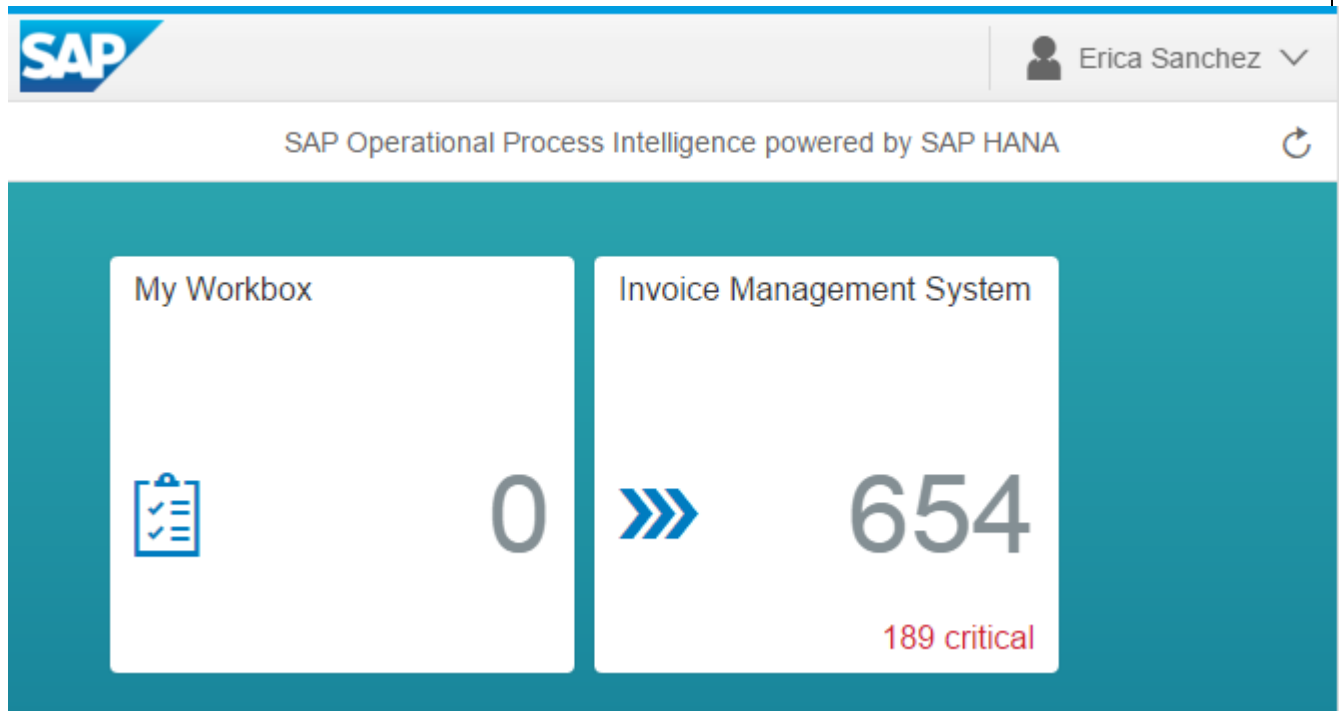
3. Click **Back** button  to reach to the home page



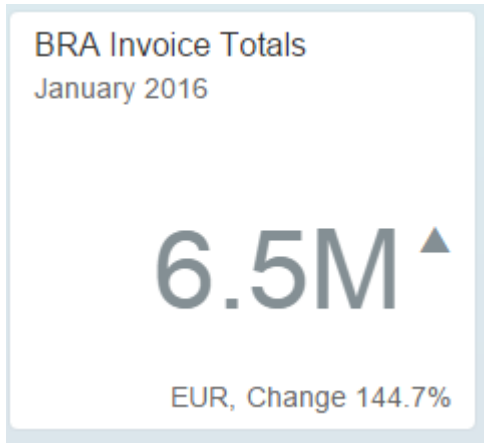
Step 7 – Details of KPI

Explore key business KPIs, using SAP Operational Process Intelligence, to trace their progress and track if targets are met or overshoot. You can also observe trends to analyse performance and address the bottlenecks in your process before they become problems.

1. Click on **Invoice Management System** tile



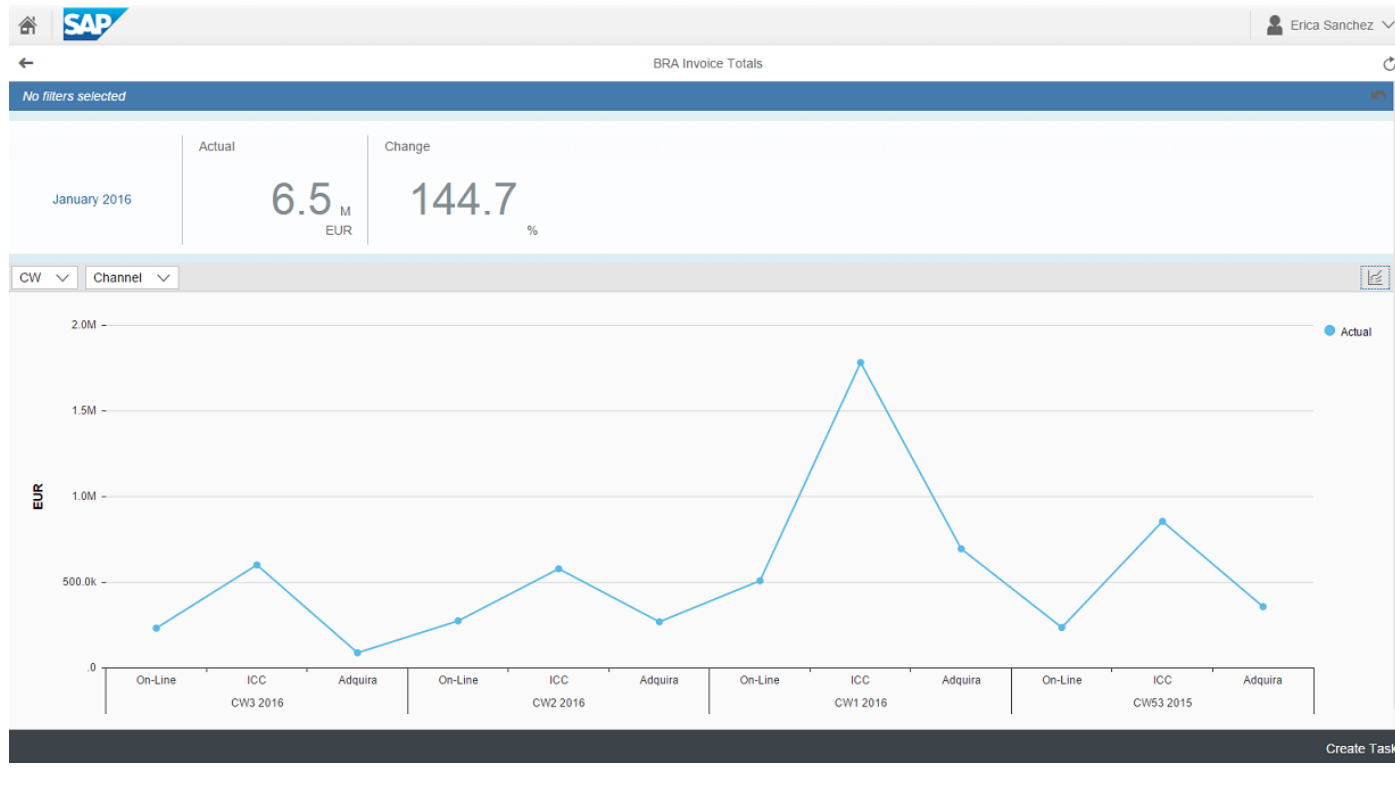
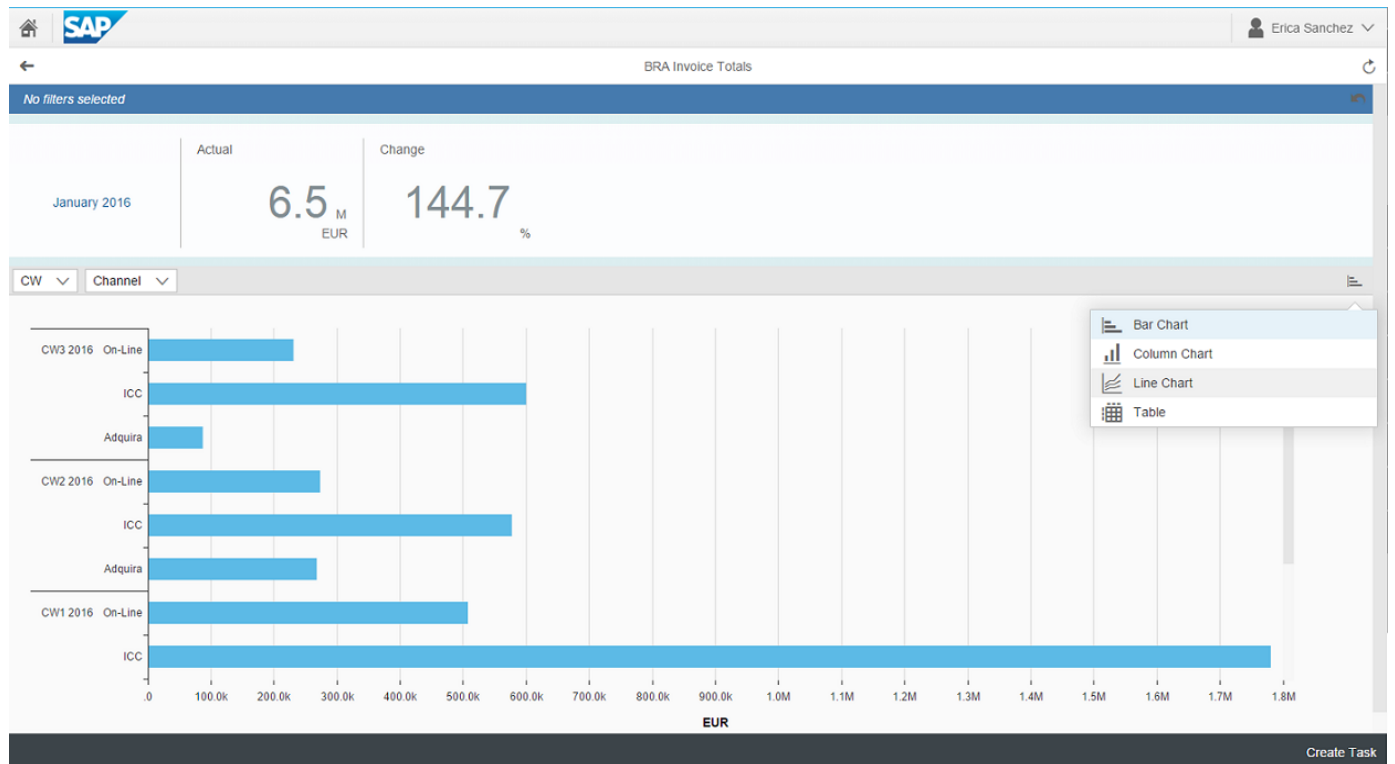
- Click on **BRA Invoice Totals** tile to see targets and trends of invoices in the Brazil region. **BRA Invoice Totals** KPI indicates the total number of invoices payable in Brazil in that month



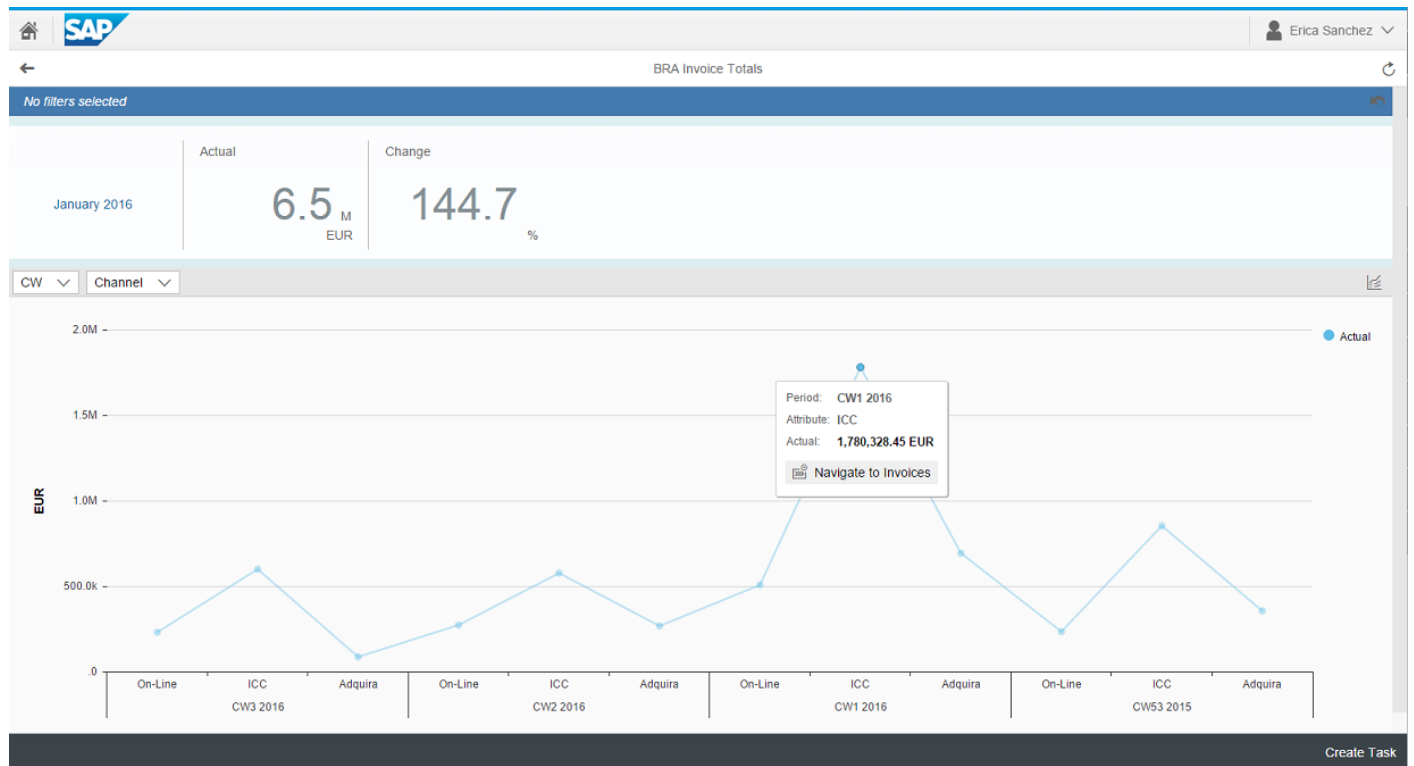
- You can analyze the trend by changing the attributes and adding more attributes to filter the data. You can view the graph as various options like line, column etc.



You can change the type of the graph to line chart




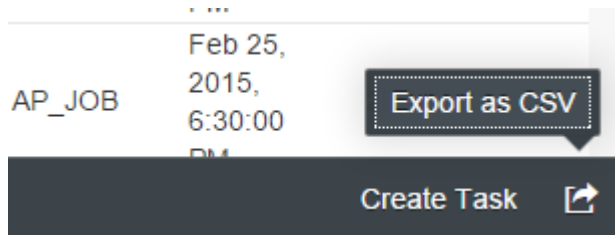
You can select on any bubble on the line graph and navigate to the orders



Filtered by Channel (ICC)


Work It...	Priority	Invoice ...	Vendor ...	Vendro ...	Country	Invoice ...	OverDue	Due Date	Amount	Primary ...	Second...	Channel	Mode	User ID	Logged ...	BRA Invo...
1400746386	Critical	000746386	0147402879	Petroleo Brasileiro S.A. - Petrobras	BRA	Jan 4, 2016, 5:30:00 AM	14	Jan 6, 2016, 5:30:00 AM	24,262.7...	Accounted	Paid	ICC	Fax	AP_JOB	Feb 18, 2015, 6:30:00 PM	24,262.79 ... >
1400964695	Medium	000964695	0161801855	Ultrapar Participacoes S.A.	BRA	Jan 6, 2016, 5:30:00 AM	-16	Feb 5, 2016, 5:30:00 AM	24,196.8...	Accounted	Paid	ICC	Fax	AP_JOB	Feb 25, 2015, 6:30:00 PM	24,196.81 ... >
1400944230	Medium	000944230	0160539202	Gerdau S.A.	BRA	Jan 6, 2016, 5:30:00 AM	-16	Feb 5, 2016, 5:30:00 AM	24,074.9...	Accounted	Paid	ICC	EDI	AP_JOB	Feb 25, 2015, 6:30:00 PM	24,074.91 ... >
1400816817	Critical	000816817	0152042651	Garnero Group Acquisition Company	BRA	Jan 4, 2016, 5:30:00 AM	1	Jan 19, 2016, 5:30:00 AM	23,962.4...	Error	—	ICC	eMail	—	Feb 20, 2015, 3:42:46 PM	23,962.45 ... >
1400969281	Critical	000969281	0161801855	Ultrapar Participacoes S.A.	BRA	Jan 7, 2016, 5:30:00 AM	3	Jan 17, 2016, 5:30:00 AM	23,783.1...	Accounted	Paid	ICC	eMail	AP_JOB	Mar 4, 2015, 6:30:00 PM	23,783.11 ... >
1400944004	Critical	000944004	0160539202	Gerdau S.A.	BRA	Jan 6, 2016, 5:30:00 AM	-1	Jan 21, 2016, 5:30:00 AM	23,309.2...	Accounted	Paid	ICC	eMail	AP_JOB	Feb 25, 2015, 6:30:00 PM	23,309.26 ... >
1400814036	Critical	000814036	0152042651	Garnero Group Acquisition Company	BRA	Jan 5, 2016, 5:30:00 AM	5	Jan 15, 2016, 5:30:00 AM	23,006.3...	Accounted	Paid	ICC	eMail	AP_JOB	Feb 25, 2015, 6:30:00 PM	23,006.37 ... >

4. In the details page, select icon () to export the complete list of invoices into CSV file
Click on “**Export as CSV**”



The file would be shown as downloaded as CSV



5. Navigate back, using **Back** button () to the *Invoice Management System* main page after you have explored the KPI

