MODULE 8: SET UP AND MANAGE DOCUMENT APPROVALS

Module Overview

The sales and purchase document approval system in Microsoft Dynamics® NAV enables users to submit a document, usually a sales order or purchase order, for approval according to a predefined hierarchy of approval managers with specified approval amount limits.

The approvals setup is usually done in close cooperation with the accounting manager or some other person with a similar significant role in the company. This role is responsible for the company's sales and purchase departments and can define which documents should be approved and where users should be placed in the approval hierarchy.

In addition to the manager responsible for defining the approval hierarchy, the system requires an approval administrator who has rights above all other users and is authorized to do the following:

- Add new users.
- Set substitute approvers.
- Connect new documents to approve.
- View pending approvals for all users.

Objectives

The objectives are:

- Set up the general features of the document approval system.
- Set up approval templates.
- Set up user logons for use with document approvals.
- Set up approval users in a hierarchy.
- Set up the notification system for approvals.
- Send an approval request.
- Approve a sales or purchase document.
- Maintain substitute approvers.
- Manage overdue notifications.

Set Up Document Approvals

The initial setup of the sales and purchase document approval system involves approval administration, users and approvers, and the types of documents to include in the approval process. This lesson describes the pages related to these tasks so that users can complete the initial document approval setup.

Approval Setup

To access the **Approval Setup** page, follow these steps:

1. In the navigation pane, click **Departments**.
2. Click **Administration**, and then click **Application Setup**.
3. On the **Application Setup** page, click **Document Approval** and then click **Approval Setup**.

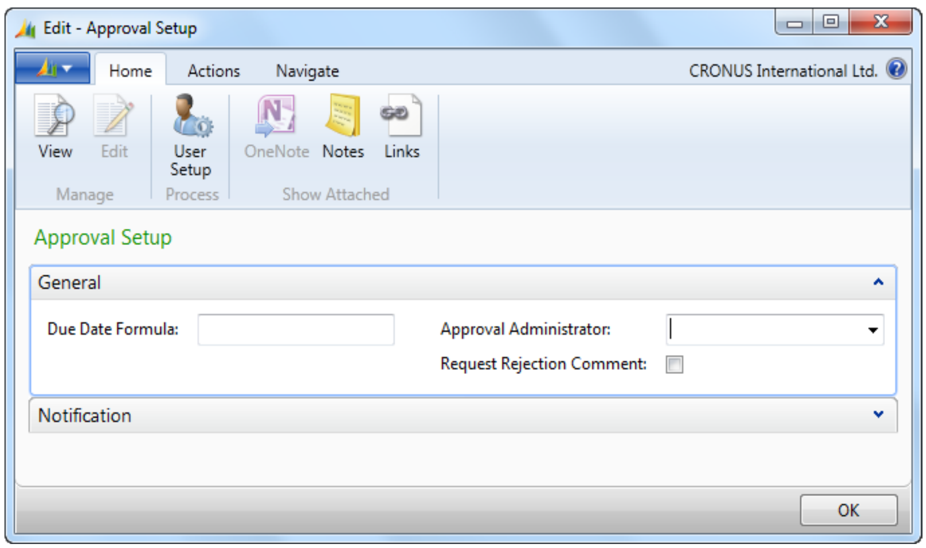


FIGURE 8.1: APPROVAL SETUP – GENERAL FASTTAB

The overall settings are defined on the **General** FastTab and include the following:

- The formula for the date by which approvals must be made, for example within one week (1W).
- The administrator of the approval system. The administrator has access to all setup functions, maintains the hierarchy of approvers, and defines which sales and purchase documents can be approved. This role will also be responsible for sending the overdue notifications and whether the rejection of a document must be explained by the approver in a comment or not.

Approval User Setup

The approval user cannot be set up before all involved users are defined as Windows logons with roles and permissions.

The **Approval User Setup** page is the central setup page because it is where the approvals flow is defined in a hierarchy of users and rules.

Note: *The **User Setup** page and the **Approval User Setup** page are both based on the same table and contain user-specific setup for different functionalities.*

*After you have defined a line in the **User Setup** page for a user, a line will automatically appear on the **Approval User Setup** page for the same user. The same is true for lines added to the **Approval User Setup**. They will appear in the **Approval User Setup** page.*

To access the **Approval User Setup** page, follow these steps:

1. In the navigation pane, click **Departments**.
2. Click **Administration**, and then click **Application Setup**.
3. On the **Application Setup** page, click **Document Approval** and then click **Approval Setup**.
4. On the **Home** tab of the **Approval Setup** page, click **User Setup**.

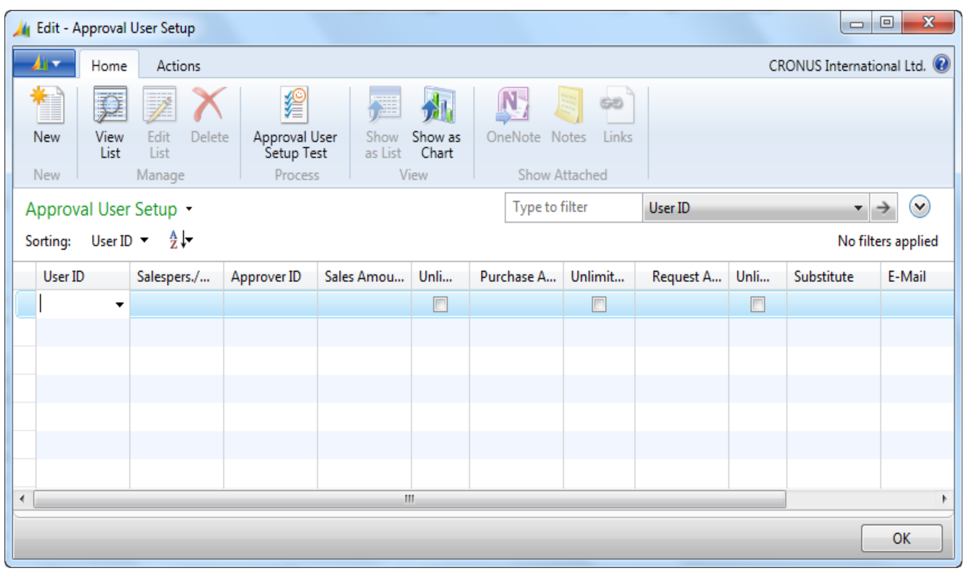


FIGURE 8.2: APPROVAL USER SETUP WINDOW

The following fields appear in the **Approval User Setup** page:

Field	Description
User ID	The user ID from the user's logon information, for example Admin.
Salesperson/Purchaser Code	The code that can be used to refer to this person from a document, for example sales order or purchase order. In this way, the system can be set up to use the approval flow from the user creating the document (user ID mentioned in the status bar), or from the salesperson or purchaser responsible for the document (user ID related to the salesperson or purchaser code on the sales or purchase document).
Approver ID	User ID of the approving person, for example the manager.
Sales Amount Approval Limit	Limit for the sales order process. When the sales order exceeds this limit, the document is sent to the approver.
Purchase Amount Approval Limit	Limit for the purchase order process. When the purchase order exceeds this limit, the document is sent to the approver.
Request Amount Approval Limit	Amount limit for the purchase request process. When the purchase request exceeds this limit, the document is sent to the approver.
Unlimited (Sales, Purchase, and Request) Approval	Unlimited approval limits for sales, purchases, or requests when selected. Instead of specifying an amount, a check mark is placed in the relevant unlimited field.
Substitute	User ID of a substitute approver, when the original approver is not available. Delegating to a substitute approver is a manual process.

The following figure shows an example of an approval hierarchy.

User ID	Salespers./ Purch. Code	Approver ID	Sales Amount Approval Limit	Unlimited Sales Approval	Purchase Amount Approval Limit	Unlimited Purchase Approval	Request Amount Approval Limit	Unlimited Request Approval	Substitute
Admin				✓		✓		✓	
Alicia		Pmanager	50000		50000				
Director		Admin		✓	100000		100000		
Pmanager		Director	100000		100000				
PS	PS	Director	100000						Admin
Smanager		Director	100000		100000				
Susan		Smanager	50000		50000				

FIGURE 8.3: EXAMPLE OF APPROVAL USER SETUP

In this hierarchy, Susan is the sales order processor and Alicia is the purchasing agent. They have amount limits set to 50,000 LCY for both sales and purchases. Susan's manager is the sales manager (SManager), and Alicia's manager is the purchase manager (PManager). The managers have limits of 100,000 LCY for both sales and purchases. PS is a salesperson who has approval rights for all related sales and has the Admin assigned as his substitute approver because he or she is frequently unavailable.

Heading the two managers and the salesperson is an overall company director. The director has unlimited sales approval and a high request amount approval limit because he or she collects purchase receipts for the whole company.

The administrator (Admin) is the highest level in this hierarchy. The administrator has unlimited approval rights in all categories, even above the director.

Approval User Setup Test

Because the approver hierarchy is set up in a sequential order, meaning that one approver may need approval from another, it important to test the hierarchy for consistency. Make sure that no circular hierarchies occur.

Before users begin to work based on the approval user setup, you can test the setup by running the **Approval User Setup Test**. You can test the setup on a user-by-user approach for any of the following options:

1. Sales Approval Setup
2. Purchase Approval Setup
3. Request Approval Setup
4. All

To access the **Approval User Setup Test** page, follow these steps:

1. In the navigation pane, click **Departments**.
2. Click **Administration**, and then click **Application Setup**.
3. On the **Application Setup** page, click **Document Approval** and then click **Approval Setup**.

4. On the **Home** tab of the **Approval Setup** page, click **User Setup**.
5. On the **Actions** tab, click **Approval User Setup Test**.

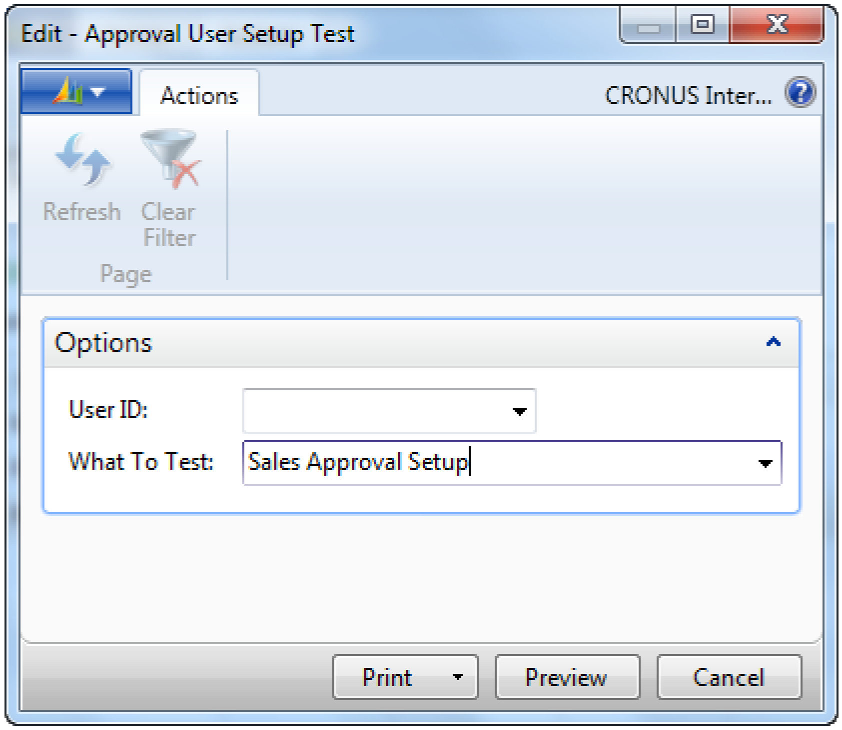


FIGURE 8.4: APPROVAL USER SETUP TEST WINDOW

Note: *A typical error in the approval user report occurs when an approver's amount limit is lower than that of the user under the approver.*

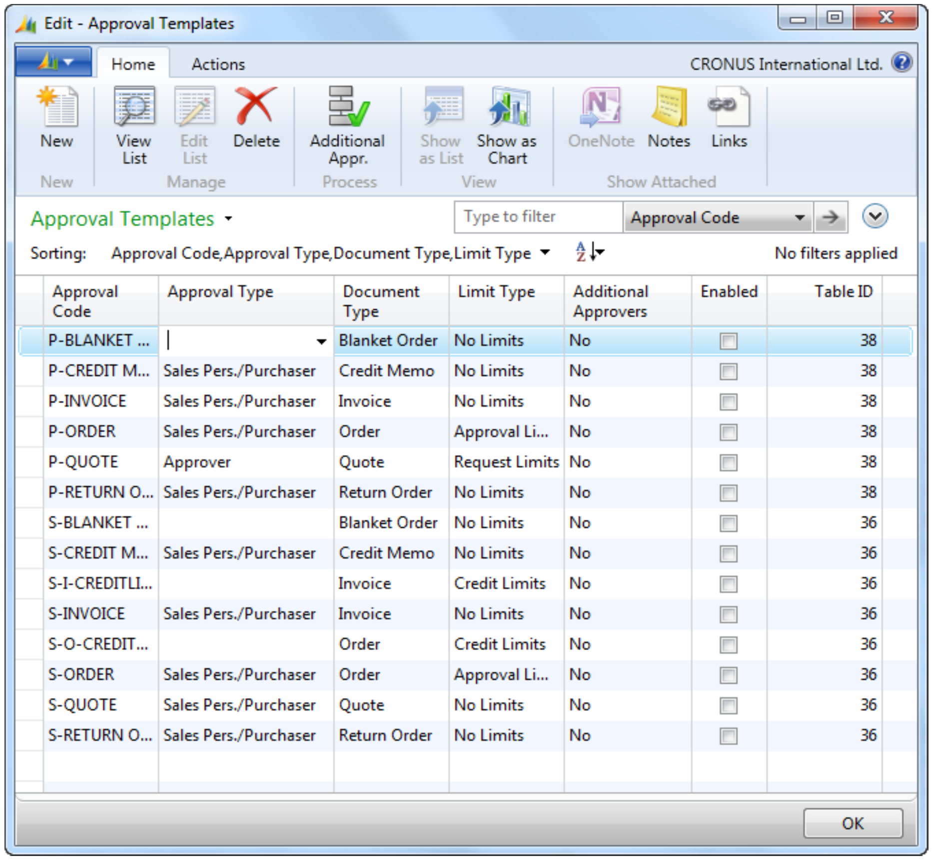
Approval Templates

Templates for document approvals let users select which types of sales or purchase documents to include in the approval process, and which approval and limit type to use for each document.

A set of standard templates is provided for this purpose.

To access the **Approval Templates** page, follow these steps:

1. In the navigation pane, click **Departments**.
2. Click **Administration**, and then click **Application Setup**.
3. On the **Application Setup** page, click **Document Approval** and then click **Approval Templates**.



Approval Code	Approval Type	Document Type	Limit Type	Additional Approvers	Enabled	Table ID
P-BLANKET ...		Blanket Order	No Limits	No	☐	38
P-CREDIT M...	Sales Pers./Purchaser	Credit Memo	No Limits	No	☐	38
P-INVOICE	Sales Pers./Purchaser	Invoice	No Limits	No	☐	38
P-ORDER	Sales Pers./Purchaser	Order	Approval Li...	No	☐	38
P-QUOTE	Approver	Quote	Request Limits	No	☐	38
P-RETURN O...	Sales Pers./Purchaser	Return Order	No Limits	No	☐	38
S-BLANKET ...		Blanket Order	No Limits	No	☐	36
S-CREDIT M...	Sales Pers./Purchaser	Credit Memo	No Limits	No	☐	36
S-I-CREDITLI...		Invoice	Credit Limits	No	☐	36
S-INVOICE	Sales Pers./Purchaser	Invoice	No Limits	No	☐	36
S-O-CREDIT...		Order	Credit Limits	No	☐	36
S-ORDER	Sales Pers./Purchaser	Order	Approval Li...	No	☐	36
S-QUOTE	Sales Pers./Purchaser	Quote	No Limits	No	☐	36
S-RETURN O...	Sales Pers./Purchaser	Return Order	No Limits	No	☐	36

FIGURE 8.5: APPROVAL TEMPLATES WINDOW

The following document type templates are supported in the standard version:

- Quote
- Order
- Invoice
- Credit memo
- Return order
- Blanket order

All the templates mentioned are created for both purchases (P) and sales (S).

An approval template defines for each document type how the approval process is managed, such as the flow it must follow and the field values that it must check.

Note: *Document approvals functionality can be developed on any other table to expand it to other domains, such as manufacturing.*

The following table describes the fields on the **Approval Templates** page.

Field	Description
Approval Code	Specifies the name of the approval template.
Approval Type	Defines the approval flow for the specific sales or purchase template. The following approval types are used: • Approver – approval flow from the user (user ID mentioned in the status bar) creating the document will be used. • Sales Pers. or Purchaser – approval flow from the salesperson or purchaser responsible for the document (salesperson or purchaser code on the sales or purchase document) will be used. ***Note:*** *For Sales Pers. or Purchaser types, the **Salesperson/Purchaser Code** must be filled in on the **Approval User Setup** page. For example, a salesperson is the logical user to connect to a sales order approval flow.*
Document Type	Specifies to which document type the approval template relates.
Limit Type	• Explains how amount limits, set up on the **Approval User Setup** page, are handled when approving the document in question. The options are as follows: • Approval Limits: There is a check on the approver's approval limit when you are approving a document. The **Sales Amount Approval Limit**, **Unlimited Sales Approval**, **Purchase Amount Approval Limit**, and **Unlimited Purchase Approval** fields on the **Approval User Setup** page are checked. • Credit Limits: The credit limit on a customer is checked. This only applies for sales orders. The amount limits set up on the **Approval User Setup** page are ignored. • Request Limits: There is a check on the approver’s permission to make a purchase request on that amount. The **Request Amount Approval Limit** and **Unlimited Request Approval** fields on the **Approval User Setup** page are checked.

Field	Description
	Note: *Although this limit type is intended for purchase quotes, it can also be used in combination with all other approval templates. This provides an alternative approval flow.* • No Limits: There is no check on amount limits. The amount limits set up on the **Approval User Setup** page are ignored. This option is typically used in the situation where a hierarchy of users is not established, but where the same person approves everything. The setup of at least one additional approver is required.
Additional Approvers	Indicates if the document requires approval by someone outside the usual hierarchy of approvers. For example, sales orders may always require approval of someone in credit control.
Enabled	Starts approval template and applies it to the document type in question. By default, in CRONUS International, Ltd., all approval templates are disabled to enable free posting of all documents from the beginning. As soon as a document is enabled, start the approval flow for it by selecting **Send Approval Request** on the **Actions** tab of the ribbon.
Table ID	Displays the table connected to the template. This indicates whether it is a sales or purchase document. All sales document types are connected to table 36, Sales header. All purchase document types are connected to table 38, Purchase header. For example, the P-BLANKET ORDER approval template is connected to table 38, Purchase header.

Additional Approvers

If a particular document requires two reviewers, you can set this up for an approval template by selecting a User ID in the **Additional Approvers** page.

To access the **Additional Approvers** page, follow these steps:

1. In the navigation pane, click **Departments**.
2. Click **Administration**, and then click **Application Setup**.

3. On the **Application Setup** page, click **Document Approval** and then click **Approval Templates**.
4. Select the template for which you want to set up one or more additional approvers.
5. Click **Additional Appr.** on the **Actions tab**.
6. Fill in the **Approver ID** field for each additional approver you want to set up.

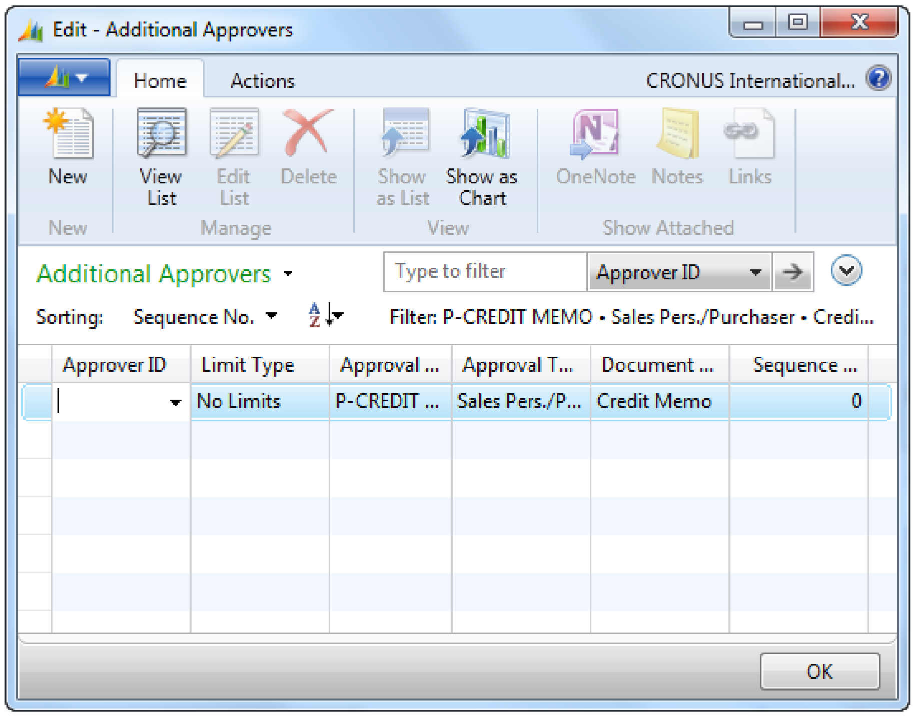


FIGURE 8.6: ADDITIONAL APPROVERS PAGE FOR A PURCHASE CREDIT MEMO

Additional approvers can be used as a simple way to define the approval hierarchy if you do not want to specify all the roles and management levels in the **Approval User Setup** page.

For example, this setup may be used in a small company where the manager or the owner has to approve everything. Then, the manager can be set as additional approver for all documents.

Set Up the Notification System

The notification system communicates the status of relevant documents to users and approvers.

The use of the notification system is optional. If the company does not want to use email notifications, the following setup does not have to be performed. As an alternative to email messages, users can always view the traffic of approvals in the **Approval Entries** and **Approval Request Entries** pages.

Approval Setup

When and how email messages are sent is set up on the **Approval Setup** page.

To access the **Approval Setup** page, follow these steps:

1. In the navigation pane, click **Departments**.
2. Click **Administration**, and then click **Application Setup**.
3. On the **Application Setup** page, click **Document Approval** and then click **Approval Setup**.

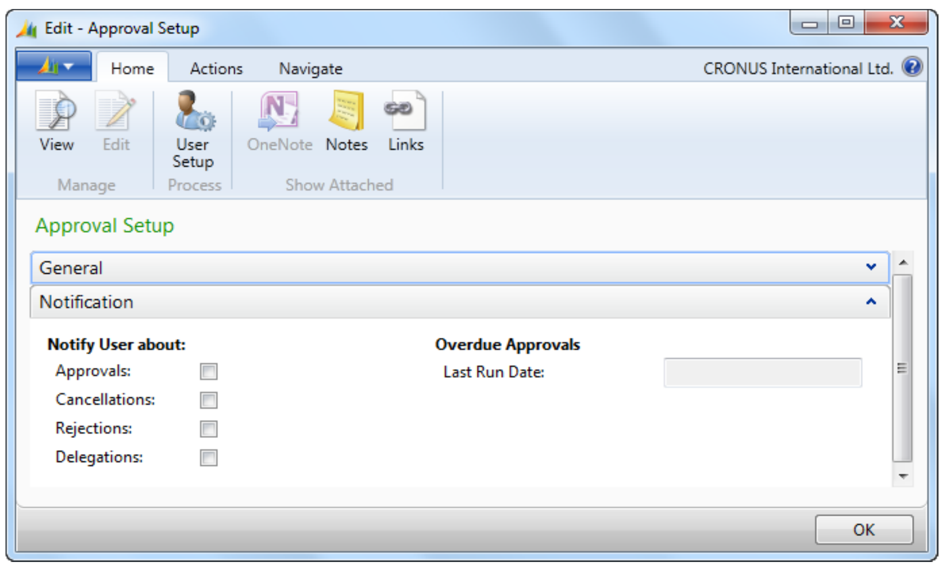


FIGURE 8.7: APPROVAL SETUP – NOTIFICATION FASTTAB

The following table explains the fields on the **Notification** FastTab.

Field	Description
Approvals	Select to notify by email message when documents need approval.
Cancellations	Select to notify approvers of cancellations made on documents that they have previously approved.

Field	Description
Rejections	Select to notify users of document approval rejections.
Delegations	Select to notify when an approval task is delegated.
Last Run Date	Displays when the **Send Overdue Mails** function was last run.

Note: *It may be helpful to follow the process for an approved document, but the volume of email messages can also affect performance of the system.*

Approval User Setup

When the notification system is enabled, each user must be set up with an appropriate email address on the **Approval User Setup** page.

To access the **Approval User Setup** page, follow these steps:

1. In the navigation pane, click **Departments**.
2. Click **Administration**, and then click **Application Setup**.
3. On the **Application Setup** page, click **Document Approval** and then click **Approval Setup**.
4. On the **Home** tab of the **Approval Setup** page, click **User Setup**.

The following table shows the field that appears in the **Approval User Setup** page, which is related to the setup of the notification system.

Field	Description
E-Mail	When the notification system is used, an email address of each user is specified so that the notification system can send out email messages, for example, when approvals are needed.

Note: *Although the use of email notifications may be convenient for users who do not have to approve many documents a day, it can generate a lot of email traffic for users who have to approve regularly. Take this into account.*

Server Setup for Notifications

When you decide to use the notification system, the Simple Mail Transfer Protocol (SMTP) server must be set up to send email messages to the involved users.

This setup is performed in the **SMTP Mail Setup** page. To open this page, follow these steps:

1. In the navigation pane, click **Departments**.
2. Click **Administration**, and then click **IT Administration**.

3. On the **IT Administration** page, click **General** and then click **SMTP Mail Setup**.
4. Fill in the **SMTP Server** and **Authentication** fields by using data relevant for users.

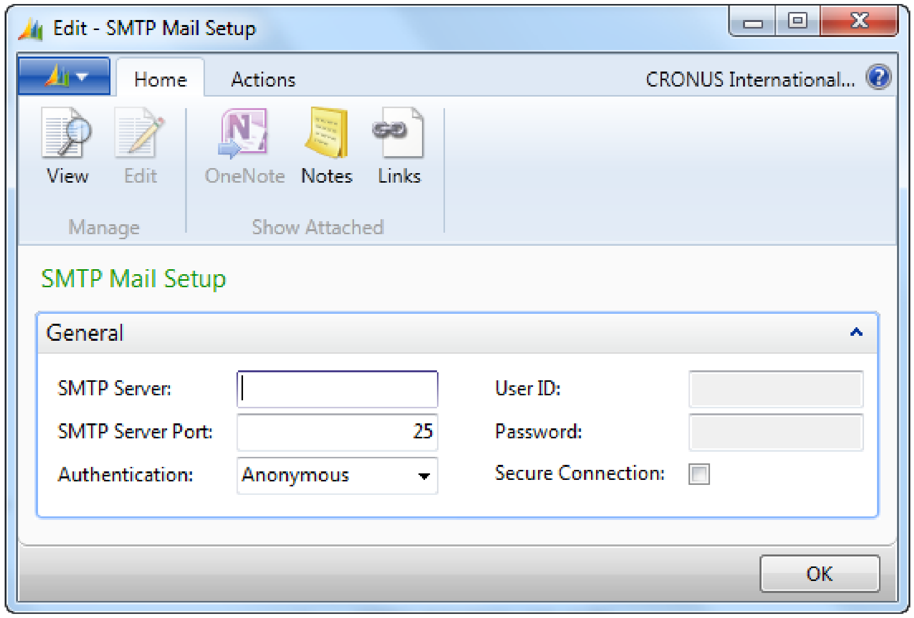


FIGURE 8.8: SMTP MAIL SETUP WINDOW

Mail Templates

Default mail templates are used for all email notifications to be sent to approvers. However, for the notifications dealing with approvals and overdue approvals, you can customize these templates. The setup is performed through the **Approval Setup** page, which you can access following these steps:

1. In the navigation pane, click **Departments**.
2. Click **Administration**, and then click **Application Setup**.
3. On the **Application Setup** page, click **Document Approval** and then click **Approval Setup**.
4. On the **Navigate** tab of the **Approval Setup** page, click **Approval Mail Template** or **Overdue Mail Template**.
5. Click **Import**, **Export**, or **Delete**.

***Note:** Microsoft delivers these templates with the CRONUS demo company. They must be copied from here to other databases. It is important to do it in this manner for the templates to work correctly.*

Set Up a Sales Document Approval System

An administrator must set up a complete Sales Document Approval system. First the administrator sets up all users involved to make sure that they have the correct access to the database. Then the administrator creates the approval setup, the approval hierarchy, and the notification system. After the setup is complete, the administrator runs the Approval User Setup Test.

Demonstration: Set Up a Sales Document Approval System

The Sales Document Approval system for CRONUS International Ltd. requires the following:

- Phyllis, the accounting manager, must be appointed as the approval administrator.
- Susan, the order processor, must always obtain approval from Kevin, the sales manager.
- Kevin, the sales manager, can approve sales for amounts up to 10,000 LCY. He must obtain approval from Julia, his manager, for larger amounts.
- When Julia's sales orders exceed 50,000 LCY, she must obtain approval from Phyllis.
- Phyllis is set up with unlimited sales approval.
- All sales orders must be reviewed by Connie, the credit and collections manager.
- Because Kevin is frequently out on business meetings with future prospects, Phyllis will fulfill his approval duties when he is unavailable.
- In order not to overload the system, approvers will have to use the **Approval Entries** and **Approval Request Entries** to keep track of any approvals that have to be performed. However, the administrator will send out overdue notifications weekly.
- All users have the following email address: firstname@cronus.com.

Note: *To successfully perform the demonstrations and labs in this module, you must assign the administrator role to all users in Active Directory by performing the following steps:*

1. *Click **Start**, point to **Administrative Tools**, and then click **Active Directory Users and Computers**.*
2. *Expand **contoso.com**, and click **Employees**.*
3. *Select all the users in the **Employees Organizational Unit**, right-click the selection, and click **Add to a group**.*

4. *Enter **Administrators** in the textbox and click **Check Names**.*
5. *Click **OK > OK**, to close the **Active Directory Users and Computers** window.*

Demonstration Steps

1. Create the required users.
   a. In the navigation pane, click **Departments**.
   b. Click **Administration**, and then click **IT Administration**.
   c. On the **IT Administration** page, click **General** and then click **Users.**
   d. Click **New** to open a new **User Card** page.
   e. In the **User Name** field, type Phyllis.
   f. In the **Full Name** field, type Phyllis.
   g. In the **Windows User Name** field, type CONTOSO\Phyllis.
   h. Click **Yes**.
   i. Expand the **User Permission Set** FastTab.
   j. In the **Permission Set** field, type SUPER.
   k. Click **OK**.

Repeat these steps for all required users: Susan, Kevin, Julia, and Connie.

2. Set up the users in an approval user hierarchy.
   a. In the **Search** box, type **Approval Setup**, and choose the related link.
   b. On the **Home** tab of the **Approval Setup** page, click **User Setup**.
   c. Create a new line for Phyllis.
   d. Select the **Unlimited Sales Approval** check box.
   e. In the **E-mail** field, type Phyllis@cronus.com.
   f. Create a new line for Connie.
   g. Select the **Unlimited Sales Approval** check box.
   h. In the **E-mail** field, type Connie@cronus.com.
   i. Create a new line for Julia.
   j. In the **Approver ID** field, enter CONTOSO\Phyllis.
   k. In the **Sales Amount Approval Limit** field, type 50000.
   l. In the **E-mail** field, type Julia@cronus.com.
   m. Create a new line for Kevin.
   n. In the **Approver ID** field, enter CONTOSO\Julia.
   o In the **Sales Amount Approval Limit** field, type 10000.
   o. In the **E-mail** field, type Kevin@cronus.com.

p. Create a new line for Susan.

q. In the **Approver ID** field, enter CONTOSO\Kevin.

r. In the **E-mail** field, type Susan@cronus.com.

s. On the line with **User ID** CONTOSO\Phyllis, in the **Substitute field**, enter CONTOSO\Connie.

t. On the line with **User ID** CONTOSO\Connie, in the **Substitute field**, enter CONTOSO\Phyllis.

u. On the line with **User ID** CONTOSO\Julia, in the **Substitute field**, enter CONTOSO\Phyllis.

v. On the line with **User ID** CONTOSO\Kevin, in the **Substitute field**, enter CONTOSO\Julia.

w. Click **OK > OK**.

3. Create the approval setup.

a. In the navigation pane, click **Departments**.

b. Click **Administration**, and then click **Application Setup**.

c. On the **Application Setup** page, click **Document Approval** and then click **Approval Setup**.

d. In the **Due Date Formula** field, enter **1W**.

e. In the **Approval Administrator** field, enter CONTOSO\Phyllis.

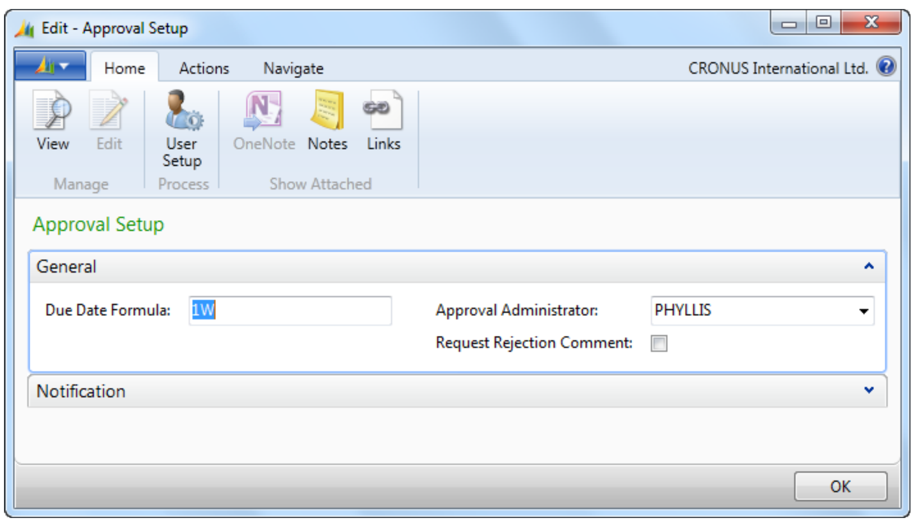


FIGURE 8.9: APPROVAL SETUP PAGE – DEMONSTRATION SALES DOCUMENT APPROVAL SYSTEM

4. Test the current approval user setup based on Susan.

a. In the navigation pane, click **Departments**.

b. Click **Administration**, and then click **Application Setup**.

c. On the **Application Setup** page, click **Document Approval** and then click **Approval Setup**.

d. On the **Home** tab of the **Approval Setup** page, click **User Setup**.

e. On the **Home** tab, click **Approval User Setup Test**.
f. In the **User ID** field, enter CONTOSO\Susan.
g. In the **What To Test** field, enter **Sales Approval Setup** and then click **Preview**.

The test report displays the actual hierarchy and specifies for each user that the setup is okay.

5. Enable the sales order template.
   a. In the navigation pane, click **Departments**.
   b. Click **Administration**, and then click **Application Setup**.
   c. On the **Application Setup** page, click **Document Approval** and then click **Approval Templates**.
   d. In the **Home** tab, click **Edit List**.
   e. Select the line for the sales orders (**S-ORDER** in the **Approval Code** field).
   f. On the **Actions** tab, click **Additional Appr**.
   g. Enter CONTOSO\Connie in the **Approver ID** field, and then click **OK**.
   h. In the **Approval Type** field, enter **Approver**.
   i. In the **Limit Type** field, enter **Approval Limits**.
   j. Select the **Enabled** check box.
   k. Click **OK**.
   l. Click **Yes**.

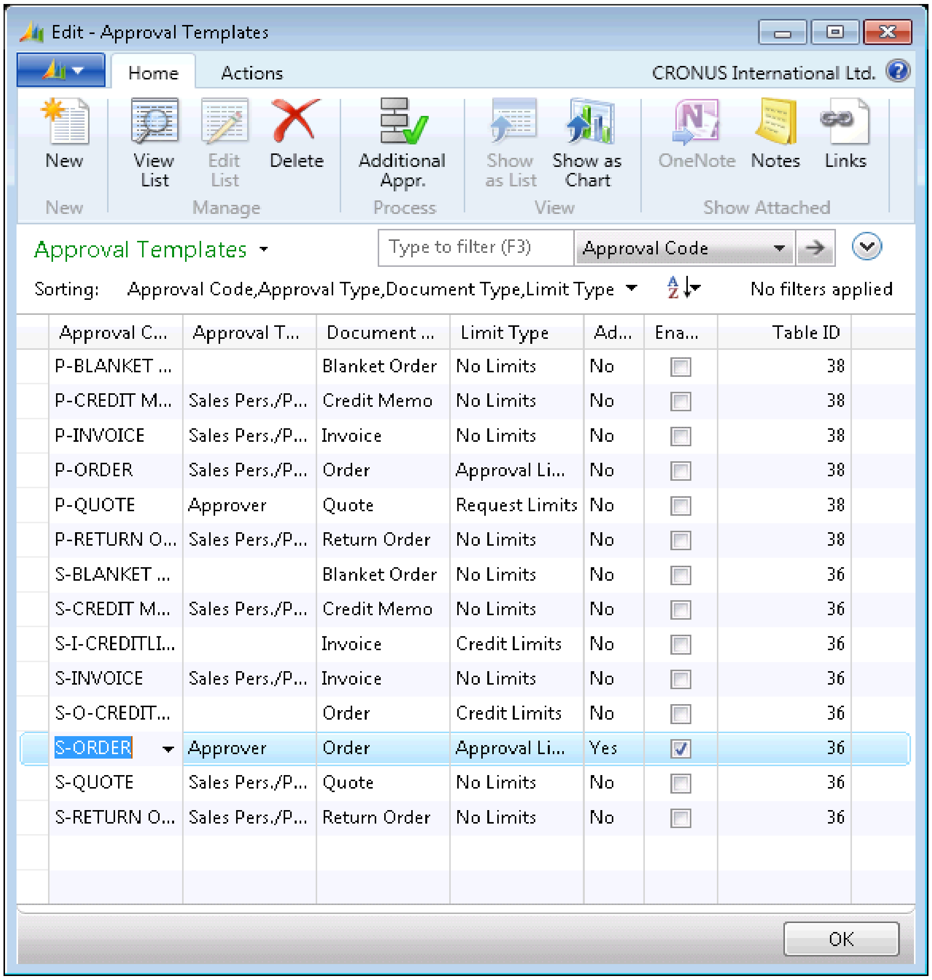


FIGURE 8.10: APPROVAL TEMPLATE PAGE – DEMONSTRATION SALES DOCUMENT APPROVAL SYSTEM

Use the Document Approval System

After the approval system is enabled for a specific sales or purchase document type, the approval flow must be initiated manually for each document.

Each document must run through the approval flow and be approved at the end before the document is released for more processing.

Demonstration: Send an Approval Request

As soon as each document is enabled, start the approval flow by selecting **Send Approval Request** on the **Actions** tab of the ribbon.

Scenario: Susan, the order processor, enters a sales order for customer The Canon Group PLC (customer no. 10000). They order two bicycles (item no. 1000) at 4,000 LCY per piece.

Demonstration Steps

1. Enter the sales order and send the approval request.
    a. Make sure that you open the Microsoft Dynamics NAV database as Susan.
    b. In the navigation pane, click **Home** and then click **Sales Orders**.
    c. Click **New** to open a new **Sales Order** page.
    d. On the **General** FastTab, in the **Sell-to Customer No.** field, enter 10000.
    e. On the **Lines** FastTab, create a new line for the bicycles.
    f. In the **Type** field, enter **Item**, in the **No.** field, enter 1000, and in the **Quantity** field, enter 2.
    g. Click **Yes** to accept the **Check Availability** message.
    h. The **Unit Price Excl. VAT** field is automatically filled in with 4,000.00.
    i. On the **Actions** tab, click **Send Approval Request**. A message box appears: ' Order xxxx requires additional approval. Approval Entries have been created'.
    j. Note the **Status** field on the **General** FastTab of the sales order is automatically set to **Pending Approval**. The sales order is now blocked for any further changes.

Note: *The sales order is now blocked for any further changes. If you want to make changes, you first have to click* ***Cancel Approval Request****, and then click* ***Reopen*** *on the* ***Actions*** *tab. After you have made the changes that you want, you will have to send the approval request.*

Approval Request Entries Page

After the approval request is sent, both the sender and the administrator can see all the entries in the document approval system related to the specific document in the **Approval Request Entries** page. An entry is created for each approver and the status of the approval process can be checked.

Note: *When the sender differs from the first approver, in other words if the document was created by someone other than the person responsible for the document, the entries can only be viewed in the* ***Approval Request Entries*** *page of the sender and not of the responsible user.*

First add the **Approval Request Entries** page to **Home** on Susan's navigation pane. After the document approval functionality is set up, it is part of a user's daily operations and role within the company and should therefore be easy to access. To add the **Approval Request Entries** page and review the approval request entries, follow these steps:

a. Make sure that you are still logged on with the user ID SUSAN.
b. Click **Customize** Navigation **Pane**.
c. Click **Home**, and then click **Add**.
d. From the available list, click **Sales Marketing > Order Processing > Approval Request Entries**.
e. Click **OK**, and then click **Yes** to restart the application for the changes to take effect.
f. In the navigation pane, click **Home** and then click **Approval Request Entries**.

You can see who requested the document to be approved, **Sender** ID, when it was sent, and when it is scheduled to be approved.

A new entry is created for each user who has to approve the sales document, according to the approval user setup. In this case Kevin has to approve the sales order.

The status **Open** indicates that the approval request was sent to Kevin. This means that an entry was created in the **Approval Entries** page viewed with the user ID KEVIN.

The status **Created** indicates that the approval request was created, but not yet sent to Connie. This means that no entry was created in the **Approval Entries** page viewed with the user ID CONNIE. The request will only be sent to Connie after Kevin has approved the sales document.

Demonstration: Approve a Document

Scenario: We continue with the previous scenario. Kevin has received a request for approval and after carefully reviewing the sales order, he decides to approve the document.

Approval Entries Page

When a user has to approve a document, he or she will receive a request that can be viewed on the **Approval Entries** page. When the notification system is set up, he or she will receive an email message, from which the **Approval Entries** page can be opened. Otherwise the **Approval Entries** page has to be opened manually regularly.

The **Approval Entries** page is user specific and contains only the entries of documents that are awaiting approval by the logged on user. After the document is handled, it is removed from the page.

First add the **Approval Entries** page to **Home** on Kevin's navigation pane. After the document approval functionality is set up, it is part of a user's daily operations and role within the company and should therefore be easy to access.

Demonstration Steps

1. Add the **Approval Entries** page and approve the document.
   a. Make sure that you open the Microsoft Dynamics NAV database as Kevin.
   b. Click **Customize Navigation Pane**.
   c. Click **Home**, and then click **Add**.
   d. From the available list, click **Sales Marketing > Order Processing > Approval Entries**.
   e. Click **OK**, and then click **Yes** to restart the application for the changes to take effect.
   f. In the navigation pane, click **Home** and then click **Approval Entries**.
      i. Kevin can first review the sales order, by selecting **Document** on the **Home** tab.
      ii. From the **Approval Entries** page, Kevin can approve, reject or delegate the sales order, and add a comment to explain his decision.
   g. Click **Approve** on the **Home** tab. The approval entry is removed from the page.
   h. Open the Microsoft Dynamics NAV database as Susan (or the approval administrator Phyllis).
   i. In the navigation pane, click **Home**, and then click **Approval Request Entries**.
      - For the approval request entry for user Kevin, the status has changed to **Approved**.
      - The status on the approval request entry for approver Connie has changed to Open.

Demonstration: Delegate to Substitute Approvers

When a substitute approver is assigned to a user, all approval documents will be sent directly to the substitute person when the document is delegated.

An approval document can be delegated by:

- The original approver by selecting **Delegate** on the **Actions** tab of the **Approval Entries** page.
- The administrator by selecting **Delegate** on the **Actions** tab of the **Approval Request Entries** page.
- The original sender by selecting **Delegate** on the **Actions** tab of the **Approval Request Entries** page.

Note: *The original sender can only delegate when it is also his or her approval flow that was followed.*

The approval request entries are always shown on the page of the user

Note: *If the approver's substitute is also unavailable, the substitute approver must be changed manually in the* ***Approval User Setup*** *page.*

Scenario: We continue with the previous scenario. Kevin is on vacation for two weeks and will be unable to approve documents. Therefore the administrator, Phyllis, will delegate all Kevin's approval entries.

First add the **Approval Request Entries** page and the **Approval Entries** page to **Home** on the administrator's navigation pane. After the document approval functionality is set up, it is part of a user's daily operations and role within the company and should therefore be easy to access.

Demonstration Steps

1. Add the **Approval Request Entries** and **Approval Entries** page and delegate the document.
   a. Make sure that you open the Microsoft Dynamics NAV database as Phyllis.
   b. Click **Customize** Navigation **Pane**.
   c. Click **Home**, and then click **Add**.
   d. From the available list, click **Sales Marketing > Order Processing > Approval Request Entries**.
   e. From the available list, click **Sales Marketing > Order Processing > Approval Entries**.
   f. Click **OK**, and then click **Yes** to restart the application for the changes to take effect.
   g. In the navigation pane, click **Home** and then click **Approval Request Entries**.
   h. Select the approval request entry for approver CONNIE.
   i. On the **Actions** tab, click **Delegate**.
   j. Note the approver ID changed from **CONNIE** to **PHYLLIS**, according the substitute that was set up in the **Approval User Setup** page.

Send Overdue Notifications

The system automatically enters a creation date for all documents and calculates a due date by using the due date formula, set up on the **Approval Setup** page. Documents are overdue if the current date exceeds the due date.

For example, consider a situation where overdue messages are sent out today. The approvals that have a due date before today's date receive an overdue notification. When the overdue check is run next time, the system checks on last run date plus one week (according to the due date formula). Everything that has a due date before this date receives a notification.

A list of all the overdue approvals that were found and sent out is shown in the **Overdue Notification Entries** page. This is a log that displays any entries. If the page is empty, there are no overdue entries.

The approval administrator sends out overdue notifications, for example, as a weekly routine, to make sure all users remember to approve their documents.

To run this functionality, follow these steps:

1. In the navigation pane, click **Departments**.
2. Click **Administration**, and then click **Application Setup**.
3. On the **Application Setup** page, click **Document Approval** and then click **Approval Setup**.
4. On the **Navigate** tab, click **Send Overdue Mails**.
5. Click **Yes** to run the overdue check by the current system date.
6. The **Last Run Date** field on the **Notifications** FastTab is updated automatically with the system date.

The email messages are then sent to the approvers. The date formula makes sure that overdue approvals already sent out are not sent out again. It is calculated as the last run date plus the due date formula specified in the **Due Date Formula** field on the **General** FastTab of the **Approval Setup** page.

Lab: Set Up a Purchase Document Approval System

Scenario

You must set up a complete Purchase Document Approval system. First you must set up all users involved to make sure that they have the appropriate access to the database. Then create the approval setup, the approval hierarchy, and the notification system.

The Purchase Document Approval system requires the following:

- Phyllis, the accounting manager, must be appointed as the approval administrator.
- The following purchase quote approval hierarchy:
    - Oscar, Eduardo, and Karl can enter purchase requests by entering a purchase quote in the Microsoft Dynamics NAV database, or ask Alicia, the purchasing agent to enter the quote for them. These purchasers have the authority to approve up to 1,000 LCY.
    - These quotes are then evaluated by Inga, the purchasing manager, for amounts up to 5,000 LCY.
    - Quotes up to 10,000 LCY, and related to stock items, are evaluated by Ellen, the warehouse manager. Quotes not related to stock items will be delegated by Ellen to Vince, the operations manager.
    - Quotes for larger amounts will be approved by Vince, the operations manager.
    - Users have to be informed when a purchase request is rejected, and they expect to see a comment, explaining the rejection reason.
- The following purchase order approval hierarchy:
    - Alicia, the purchasing agent, processes all purchase orders and must always obtain approval from Inga, the purchasing manager, when Alicia enters purchase orders in the system.
    - Inga can approve purchase orders up to 10,000 LCY and Ellen can approve the orders up to 50,000 LCY before passing it on to Vince.
    - All purchase orders must be reviewed by Ken, the controller.

- All users have the following email address: firstname@cronus.com

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Note: *If you have performed the "Set Up a Sales Document Approval System" demonstration in this module, you have to delete the user setup before you begin this lab.*

To delete the user setup, follow these steps:

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1. In the **Search** box, type **Approval Setup**, and click the related link.
2. In the **Home** tab, click **User Setup**.
3. Select all the lines, and in the **Home** tab, click **Delete > Yes**.
4. Click **OK**.

Exercise 1: Set Up a Purchase Document Approval System

Task 1: Set Up a Purchase Document Approval System

High Level Steps

1. Create the required users.
2. Set up the approval user hierarchy.
3. Create the approval setup.
4. Set up the approval template for the purchase quotes.
5. Set up the approval template for the purchase orders.

Detailed Steps

1. Create the required users.
   a. In the navigation pane, click **Departments**.
   b. Click **Administration**, and then click **IT Administration**.
   c. On the **IT Administration** page, click **General** and then click **Users.**
   d. Click **New** to open a new **User Card** page.
   e. In the **User Name** field, type Alicia.
   f. In the **Full Name** field, type Alicia.
   g. In the **Windows User Name** field, type CONTOSO\Alicia.
   h. Click **Yes**.
   i. Expand the **User Permission Set** FastTab.
   j. In the **Permission Set** field, type SUPER.
   k. Click **OK**.

   Repeat these steps for all required users: Phyllis, Inga, Ellen, Vince, Ken, Oscar, Eduardo, and Karl.

2. Set up the approval user hierarchy.
   a. In the navigation pane, click **Departments**.
   b. Click **Administration**, and then click **Application Setup**.
   c. On the **Application Setup** page, click **Document Approval** and then click **Approval Setup**.
   d. On the **Home** tab of the **Approval Setup** page, click **User Setup**.
   e. Create a new line for Phyllis.
   f. Select the **Unlimited Purchase Approval** check box.
   g. Select the **Unlimited Request Approval** check box.
   h. In the **E-mail** field, type Phyllis@cronus.com.
   i. Create a new line for Vince.
   j. Select the **Unlimited Purchase Approval** check box.
   k. Select the **Unlimited Request Approval** check box.
   l. In the **E-mail** field, type Vince@cronus.com.
   m. Create a new line for Ellen.
   n. In the **Approver ID** field, enter **VINCE**.
   o In the **Purchase Amount Approval Limit** field, type 50000
   o. In the **Request Amount Approval Limit** field, type 10000.
   p. In the **Substitute** field, enter CONTOSO\Vince.
   q. In the **E-mail** field, type "Ellen@cronus.com".
   r. Create a new line for Inga.
   s. In the **Approver ID** field, enter **ELLEN**.
   t. In the **Purchase Amount Approval Limit** field, type 10000.
   u. In the **Request Amount Approval Limit** field, type 5000.
   v. In the **E-mail** field, type Inga@cronus.com.
   w. Create a new line for Alicia.
   x. In the **Approver ID** field, enter **INGA**.
   y. In the **E-mail** field, type Alicia@cronus.com.
   z. Create a new line for Ken.
   aa. In the **E-mail** field, type Ken@cronus.com.
   bb. Create a new line for Oscar.
   cc. In the **Approver ID** field, enter **INGA**.
   dd. In the **Request Amount Approval Limit** field, type 1000.
   ee. In the **E-mail** field, type Oscar@cronus.com.
   ff. Create a new line for Eduardo.
   gg. In the **Approver ID** field, enter **INGA**.
   hh. In the **Request Amount Approval Limit** field, type 1000.
   ii. In the **E-mail** field, type Eduardo@cronus.com
   jj. Create a new line for Karl.

kk. In the **Approver ID** field, enter **INGA**.

ll. In the **Request Amount Approval Limit** field, type 1000.

mm. In the **E-mail** field, type Karl@cronus.com.

o Click **OK**.

3. Create the approval setup.
   a. In the navigation pane, click **Departments**.
   b. Click **Administration**, and then click **Application Setup**.
   c. On the **Application Setup** page, click **Document Approval** and then click **Approval Setup**.
   d. In the **Approval Administrator** field, enter CONTOSO\Phyllis.
   e. Select the **Request Rejection Comment** check box.
   f. Click **OK**.
4. Set up the approval template for the purchase quotes.
   a. In the navigation pane, click **Departments**.
   b. Click **Administration**, and then click **Application Setup**.
   c. On the **Application Setup** page, click **Document Approval** and then click **Approval Templates**.
   d. In the **Home** tab, click **Edit List**.
   e. Select the line for the purchase quotes (**P-QUOTE** in the **Approval Code** field).
   f. In the **Approval Type** field, enter **Sales Pers./Purchaser**.
   g. In the **Limit Type** field, enter **Request Limits**.
   h. Select the **Enabled** check box.
5. Set up the approval template for the purchase orders.
   a. In the navigation pane, click **Departments**.
   b. Click **Administration** and then click **Application Setup**.
   c. On the **Application Setup** page, click **Document Approval** and then click **Approval Templates**.
   d. In the **Home** tab, click **Edit List**.
   e. Select the line for the purchase orders (**P-ORDER** in the **Approval Code** field).
   f. On the **Actions** tab, click **Additional Appr**.
   g. Enter CONTOSO\Ken in the **Approver ID** field, and then click **OK**.
   h. In the **Approval Type** field, enter **Approver**.
   i. In the **Limit Type** field, enter **Approval Limits**.
   j. Select the **Enabled** check box.
   k. Click **OK**.

Module Review

Module Review and Takeaways

The sales and purchase order document approval system is a comprehensive tool to use for documents that need approval from other people in the company.

The hierarchy of approval users and amount limits must be considered carefully to make sure of a balance between the number of steps in the approval flow.

The optional email notification function is flexible and can be customized to suit the individual company's needs.

The approval administrator must master all setup aspects of the approvals system because it affects the productivity of users in the database and because the system must be updated regularly, for example to plan for substitute approvers.

Test Your Knowledge

Test your knowledge with the following questions.

1. On approval templates, what field enables the approval process for the selected document?

   ( ) Activated

   ( ) Started

   ( ) Enabled

   ( ) Initiated

2. Which of the following tasks is an approval administrator not responsible for?

   ( ) View pending approvals for all users.

   ( ) Add new users.

   ( ) Assign security rights (roles) to users.

   ( ) Set substitute approvers.

3. Which of the following document type templates is not supported in the standard version?

   ( ) Order

   ( ) Invoice

( ) Receipt

( ) Credit Memo

4. The **Approval Request Entries** page shows all entries in the document approval system. This includes the status and dates for the approvals. Which status indicates which approver has to approve the document next?

   ( ) Approved

   ( ) Open

   ( ) Next

   ( ) Created

5. Considering overdue notifications, when the overdue messages are sent out, the system checks the **Last Run Date** and what other field on the **Approval Setup** page?

   ( ) Next Run Date

   ( ) Due Date Formula

   ( ) Run Date Formula

   ( ) Message Send Date

6. Which of the following amount limits cannot be set up on document approvals?

   ( ) Approval limits

   ( ) All limits

   ( ) Request limits

   ( ) Credit limits

Test Your Knowledge Solutions

Module Review and Takeaways

1. On approval templates, what field enables the approval process for the selected document?

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