DFM POC User Training Manual

nh | HOTEL GROUP

PART OF MINOR HOTELS

High performance. Delivered.

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DEFINITION OF TERMS

➢ **DWP – Digital Workforce Platform is the tool for online document processing and storage**

➢ **DFM – Document Flow Manager (submodule of DWP)**

➢ **For NH Hotel Group DWP is the same as saying DFM. Both acronyms refer to the same tool**

➢ **ERP – Enterprise resource planning – SAP for NH Hotels**

➢ **URN – Unique Reference Number (number which is assigned to every document by scanning or email ingestion)**

➢ **POC – Point Of Contact (here refers to DFM Business User of NH Hotel Group)**

INTRODUCTION TO DFM

DFM (Document Flow Manager) is a tool used for online document processing and storage. Using this tool it is possible to:

➢ **Display images of scanned documents and sort the document into document types.**

➢ **Process the documents in ERP system and store additional document details with the image.**

➢ **Resolve PO related issues using query workflow.**

➢ **Approve invoices in Financial workflow.**

➢ **Retrieve any documents ever processed and create reports.**

GENERAL USAGE OF GUIDELINES

DFM is a WEB based application, there are couple of principles of usage:

➢ Avoid using browser functions BACK and FORWARD. When you need to change the page use navigation tabs in application itself.
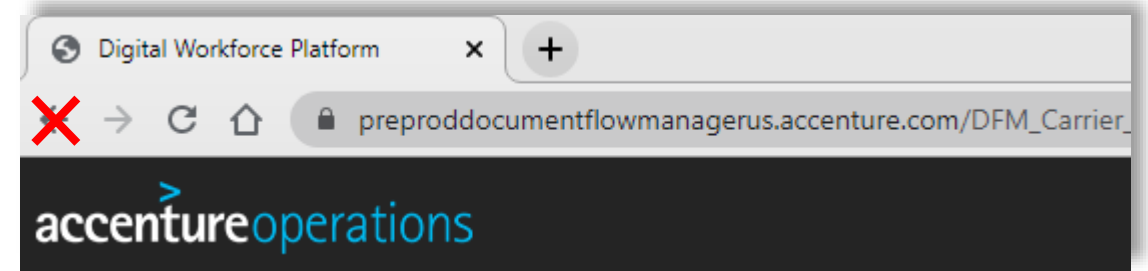
➢ DFM supports the following browsers.

➢ System requirements: To view the documents in DFM you need a latest version of PDF viewer used in your browser.

DFM LOGIN

Logging in:

➢ DFM application logs in using the username and password created for Business users.

➢ It is recommended that you store the URL link to DFM in your browser bookmarks.

➢ After login the home is displayed.
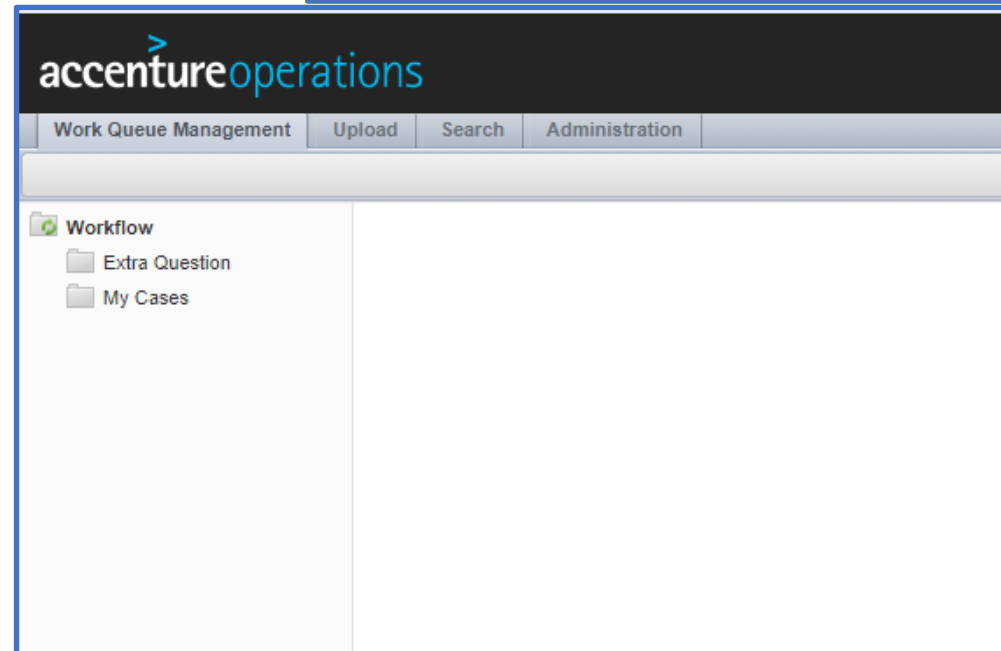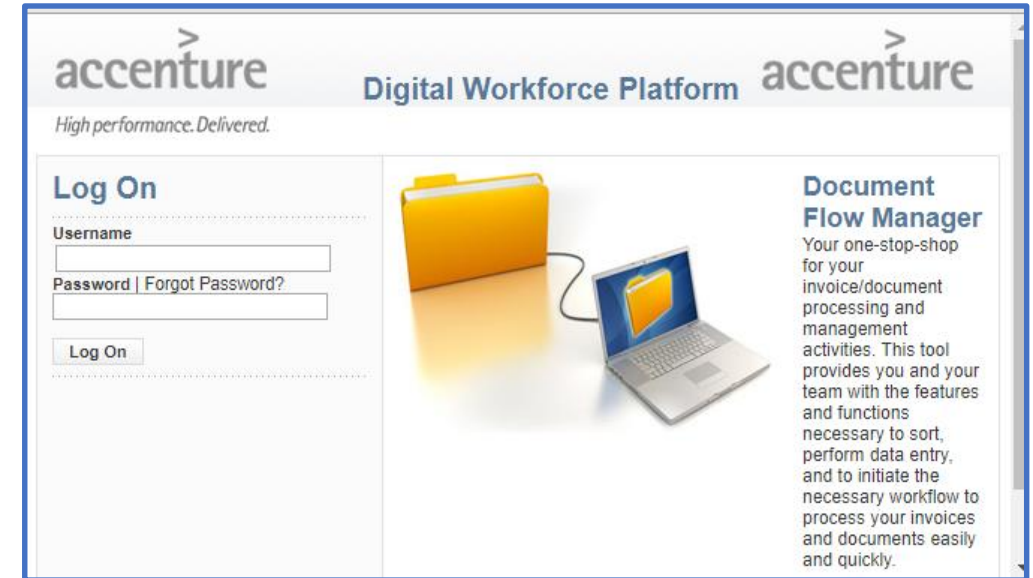
EMAIL NOTIFICATION

1. ACTIVE LINK: View a single DFM document. Clicking on the Active link will direct you to a single DFM document awaiting your action. If you were not able to open the document using the Active link, the document is no longer assigned to you and no further action is required from your end.

2. READ ONLY LINK: View a document in Read Only Mode. If action has already been taken by another user, then the active link will not work while you will be able to view it in the read only.

Once a new case is assigned to Business users, email notification is sent to Business user email address. Users can also access the application by any one of the above links

Dear colleague,

The following item has been sent to you in the last 24 hours and require your action.

Active link	ReadOnly Link	URN:	BU	Business Area ID	Business Area Name	Document Type	Workflow Reason:
Click Here	Click Here	7700419390	HESPERIA	0523	ES60HESPERIA CORDOBA	(PTP) MDM - Vendor Master	(PtP) - (VMD) Additional Information Required

① **②**

Please click on the **"Active Link"** in case you want to perform the action; in case you just want to read the case, click on **"Read Only Link"**.

If you want to see all your pending notifications that need your action, click here.

Please take action before 3 working days. If no action is taken you will receive a reminder.

Many thanks for your cooperation.

Kind Regards

NH Hotels Shared Services Center

DFM HOME SCREEN

After Login, User will be redirected to the home page of DFM.

(1) Work Queue Management – Displays the home screen of DFM.

(2) Upload – To upload the documents manually

(3) Search – Search for documents using simple search & Advanced search.

(4) Administration – DFM Settings and Announcements

DFM FILTERING

New version allow us to apply filters in any column of your **"My Cases"** screen**.**
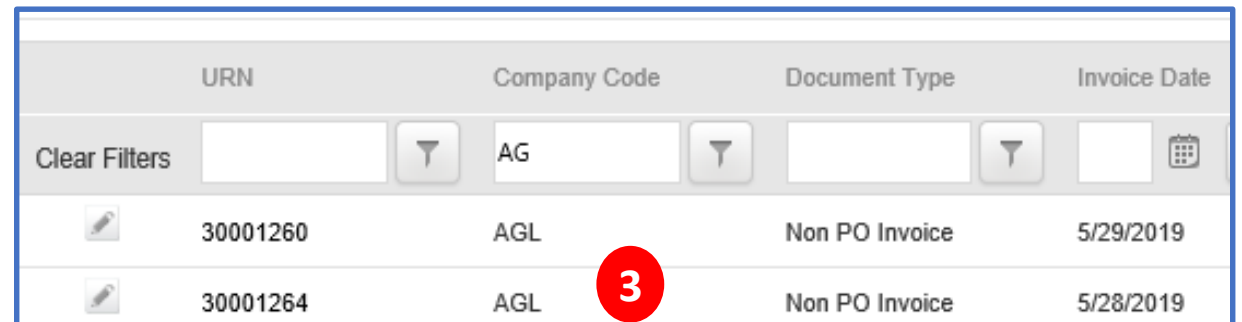
1 **Click on FILTER icon**

	Workflow		
	Extra Question		
	My Cases		

☐		URN	Document Type	**1** Company Code
	Clear Filters	[ ] ▼	[ ] ▼	[ ] ▼
☐	✏	2310014103	(PtP) MM Invoices	DE06

2 **Select the criteria you need to apply**

▼	
No Filter	
Contains	**2**
Equal To	
Empty	

3 **You will view only the cases according to the filter you applied.**

	URN	Company Code	Document Type	Invoice Date
Clear Filters	[ ] ▼	AG ▼	[ ] ▼	[ ] 📅
✏	30001260	AGL	Non PO Invoice	5/29/2019
✏	30001264	AGL **3**	Non PO Invoice	5/28/2019

DFM HOME SCREEN IN MOBILE VIEW

➢ Business Users will be able to access DFM via mobile.

➢ The view differs from your desktop view but has the main functionalities such as responding to assigned cases, control Out Of Office.

➢ Please note that this is not an "APP" but can be used in the mobile browsers like Safari, Chrome etc.
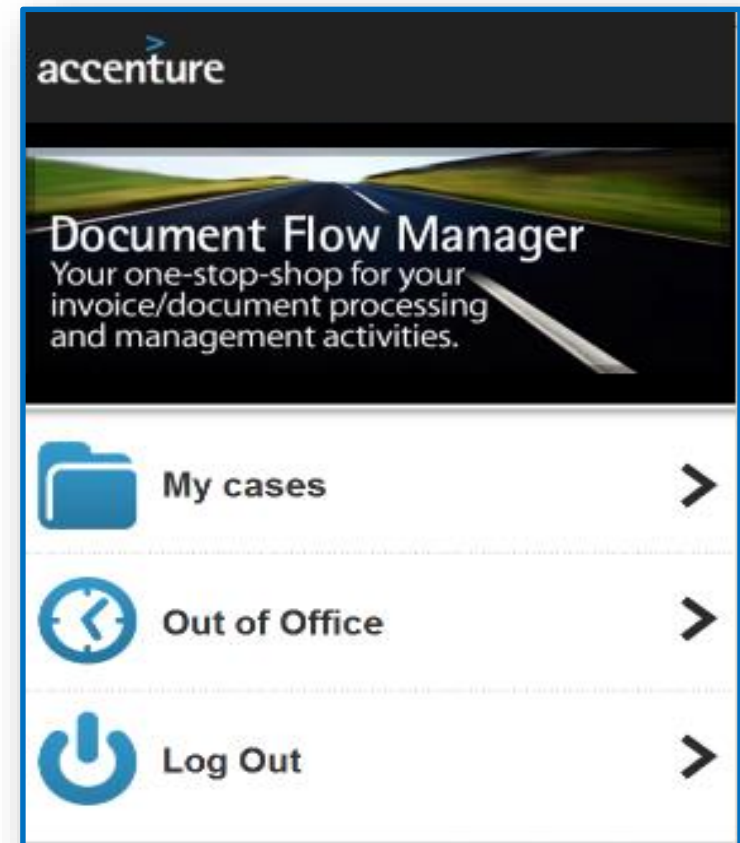
ACCESSING DFM PC vs MOBILE VIEW

> After successful login, the following view will be displayed

> Click on a URN to view the case details

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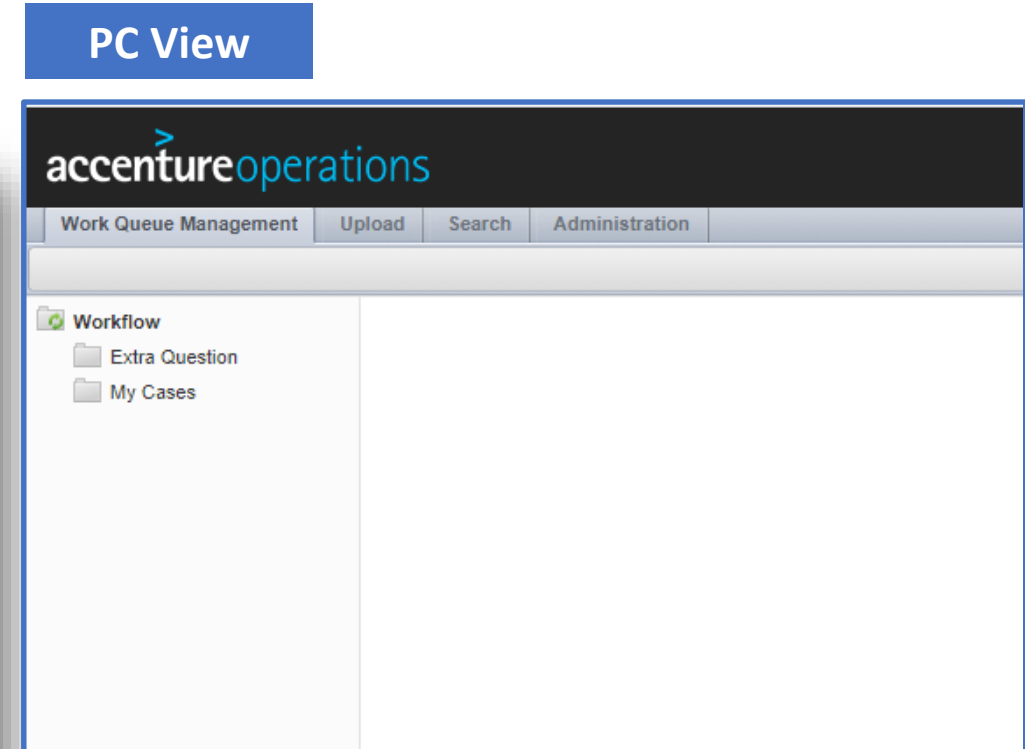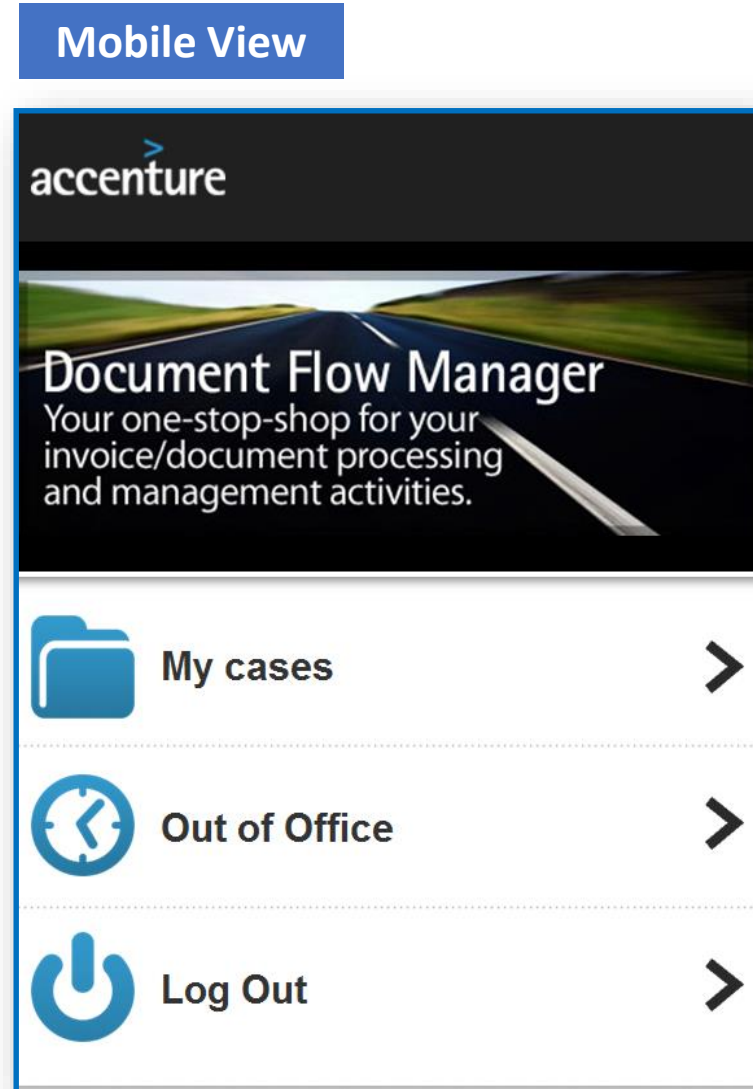
WORKFLOW FOLDERS

1 **Extra Questions**: This folder will have URN's which was branched out by another POC/ Business User.

2 **My Cases**: This folder will have URN's that are assigned by Accenture Operations Team/ Accounts Payable Team and the URN's which was delegated by another POC/ Business User when they are out of office.

CASE LIST VIEW & DOCUMENT VIEW

In order to view the document.

1 First click on Workflow Queue e.g. **My Cases**

2 DFM will show the list of URN's available in that specific queue.

3 Select the URN or click on pen icon.

4 The full document view will be visible.

DATA ENTRY - IMAGE OPTION

Left-hand side - Document   **Right-hand side - Document**
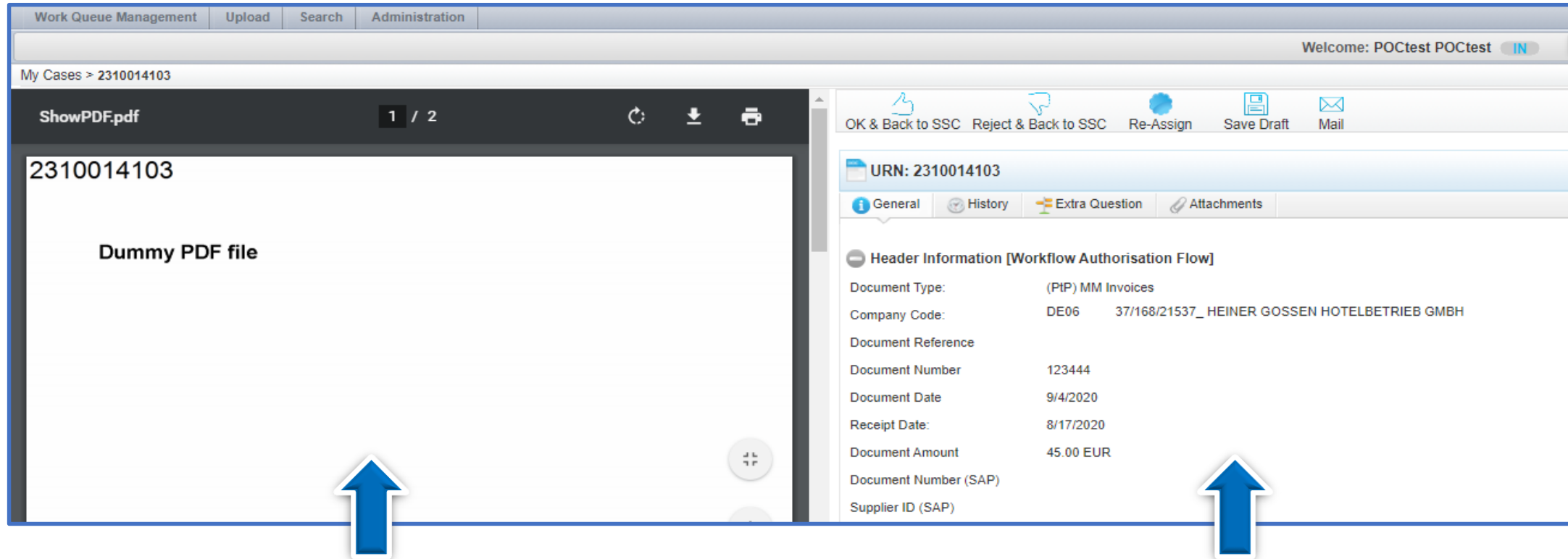
- All pages of scanned, ingested or manually uploaded documents are available on the left side of the screen.
- User can use Acrobat Reader standard functionality to zoom in/out, rotate, print image, save, mail etc.

- On the top right side of screen action buttons are visible.
- Below you can see all the data captured in DFM for this document.
- That's the data which will create ERP record for this invoice.

REVISION HISTORY

1 . The History tab displays the document revision history.

2 . Clicking on the 'magnifying glass' icon the document will be displayed in the status from the point of time in the past.

3 . For document viewed via read only option - in the History tab you can always check who is the current document owner for documents in workflow; check 'Current Workflow Owners' .

4 . Click on magnifying glass -more details will be visible in Comments section.

OK & Back to SSC   Reject & Back to SSC   Re-Assign   Save Draft   Mail

URN: 2310014103   **1**

General   History   Extra Question   Attachments

Current Workflow Owners: P [POCtest - Hotel User]   **3**

Revision	Reason	Actioned by	Updated On	Action	Status
🔍 W1	(PtP) - Invoice ///Business Area Confirmation	C [ishita.mazumdar -]	9/3/2020 11:48:02 PM	Assigned	Workflow

2

URN: 2310014103

General

Header Information [Workflow Authorisation Flow]

Document Type:	(PtP) MM Invoices
Company Code:	DE06 37/168/21537_ HEINER
Document Reference	
Document Number	123444
Document Date	9/4/2020
Receipt Date:	8/17/2020
Document Amount	45.00 EUR
Document Number (SAP)	
Supplier ID (SAP)	

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Additional Fields

Business Unit	Colombia & Ecuador
Business Area	
Country	COLOMBIA CO
Priority	Urgent
SAP Initial Status	Parked - General
Hard copy reception	

ATTACHMENTS

At any point of the document life cycle an external file can be attached to DFM through the Attachments tab.

Multiple attachments can be added to an invoice, however **NO** single attachments can exceed 4MB in size.

Please consider!
Due to audit trail once document is attached, it can't be removed from DFM. All attachments are tracked along with user ID and the upload date/time under the attachment section.
If you have uploaded wrong documents, then please provide your comments in detail in New Comments.
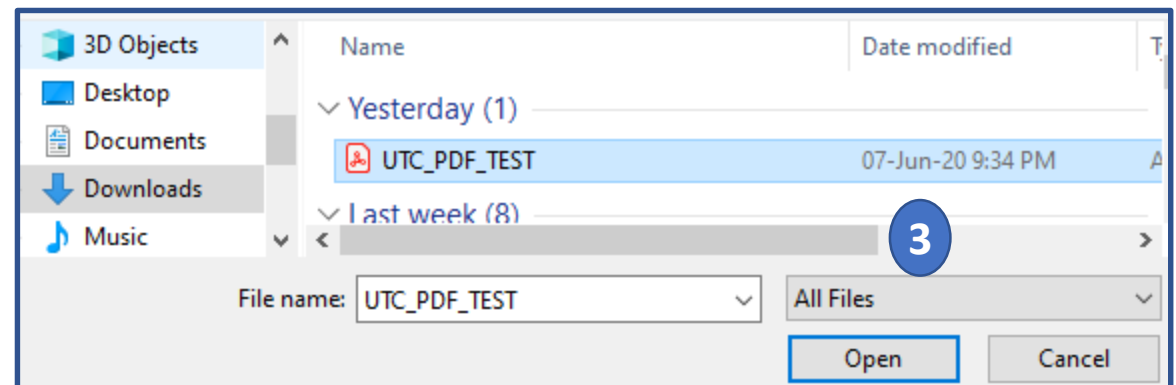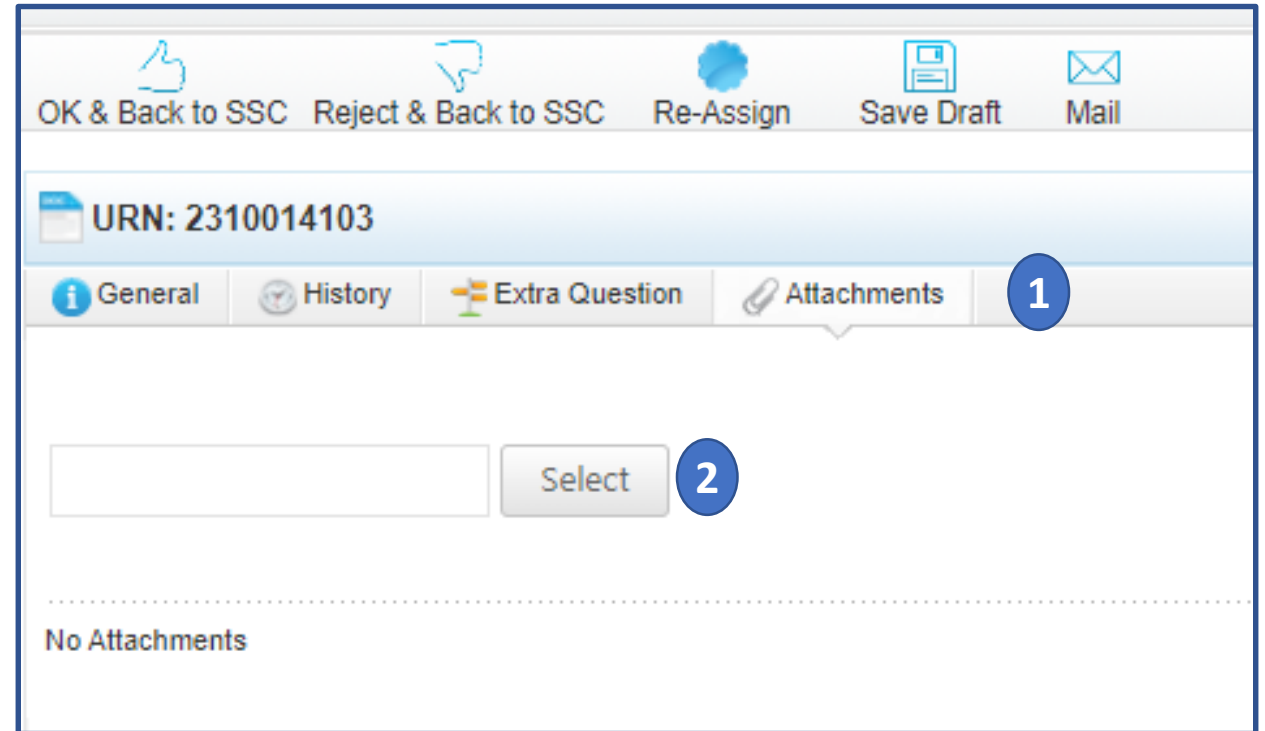
NEW COMMENT AND COMMENTS HISTORY

1 If you need to update with additional information, please use a **New Comment** field.

2 **Comments History**' window is the key storage of all workflow history information; you can see entire invoice review / approval history.

The comments are displayed chronologically with the newest action and user listed on top of the list.
At each update of a document a new history record gets created with the following information:
- Who – made an action
- When – made an action
- Why – the action is been done for the document.
- What – if applicable there is a comment / message – Attachment added

New Comment:

1

💬 Comments History:

ishita.mazumdar - | Thu 9/3/2020 11:48:02 PM CST
(PtP) - Invoice ///Business Area Confirmation
[Assigned to POCtest - Hotel User]
_____
ishita.mazumdar - | Thu 9/3/2020 11:43:56 PM CST
[Draft Saved by ishita.mazumdar]
_____
ishita.mazumdar - | Tue 8/25/2020 2:15:58 AM CST
_____

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WORKFLOW TYPES

There are 2 types of workflows, this can be recognized by Workflow reason or by the different Action Buttons:

1) Approval (Resolve) Workflow
Approval Flow will be used when approval, coding and resolution is required on an invoice.
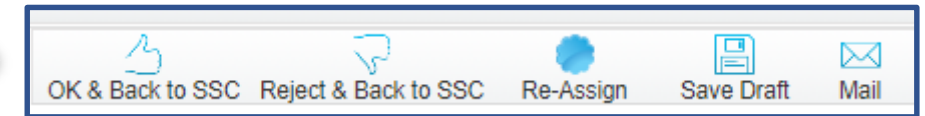
2) Query Workflow
- Query workflow supports all nonstandard process exceptions not covered by the approval workflow.
- Query workflow indicates that an answer to an open query related to invoice is required. In most cases, resolution of the query will be required to proceed with successfully recording the invoice.
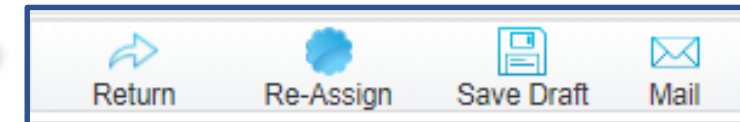
WORKFLOW REASONS

By using these WF reasons, Accenture user triggers WF and assigns the case to Business user.

1 Business user can take appropriate action by looking at the workflow reason and comment provided the Accenture users.

2 You can recognize the workflow reason in the case list view in column Workflow Reason or directly in the comment's history second line
of the last comment.

New Comment:

Comments History:

ishita.mazumdar - | Thu 9/3/2020 11:48:02 PM CST
(PtP) - Invoice ///Business Area Confirmation
[Assigned to POCtest - Hotel User]

_____ **1**

ishita.mazumdar - | Thu 9/3/2020 11:43:56 PM CST
[Draft Saved by ishita.mazumdar]

_____

ishita.mazumdar - | Tue 8/25/2020 2:15:58 AM CST

_____

Document Type	Last Update	Reason	Comment
51	9/3/2020	(PtP) - Invoice ///Business Area Confirmation	~POCtest~|~~
6	8/11/2020	(OtC) - Bal./Exp. transfer req. ///Customer with IPC	~POCtest~|~~
57	9/7/2020	(PtP) - VMD///Vendor Creation **2**	~POCtest~|~~
67	9/2/2020	(OtC) - Discrepancy ///Billing Discrepancy recognized	~Document routed to business user~

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APPROVAL WORKFLOW (Approve)

Approve the invoice:

➢ If you are in a position to resolve the invoice, click on the Approve button.

➢ How to approve the invoice?

1 Review the workflow reason and comment provided by the Accenture user. Based on that validate the document.

2 Enter a comment in the "New Comment" field

3 Click on the "OK & Back to SSC" button.

APPROVAL WORKFLOW (Reject)

Reject the invoice:

➢ If the escalation you receive is not for you, or the escalation reason is not valid, then you should "**Reject & Back to SSC**" bottom.

➢ It is mandatory, if using this function that you complete a "**New Comment**" advising Accenture team of next steps e.g. Return to vendor

➢ How to reject the invoice?

1 Review the workflow reason and comment provided by the Accenture user. Based on that validate the document.

2 Enter a comment in the "**New Comment**" field.

3 Click on the "**Reject & Back to SSC**" button.

QUERY WORKFLOW (Return)

What is expected from POC user in query resolution?

1 Please provide resolution to the query by typing your '**Comment**' manually into the New Comment field, performing requested action and attaching required document into the 'Attachment' section (for instruction please check the comments provided by the AP team in the 'Comment History' section)

2 Once you're done with completion of query and you have provided all necessary information in "**New Comment**" section - click "**Return**" which will move the case back to original Accenture user to follow your instructions leading to the resolution of the case.

RE-ASSIGN AN URN

If you feel the document should be reviewed or processed by someone else from the organization then select the person in "**Assign to POC**" and press "**Re-Assign**" button.

The case will be routed to the selected DFM business user's case list.

How to Reassign a URN?

① Select the New POC Name from "Assign to POC" by using the list option.

② Provide the reason for reassignment in New Comment.

③ Click on Re-Assign button.

SAVE DRAFT

Save Draft : You can use the save draft button if you don't want to take any actions on the document at that particular time but want to save the information captured (to keep the case with you).

How to use Save draft?

1 Provide comments in "**New Comment**" tab.

2 Click on "**Save Draft**" button.

* Please remember that the case will still be in your My Case folder until it is submitted.

DOCUMENT RETRIEVAL

- At every lifecycle stage the document can be retrieved in DFM application based on the different criteria.

- This functionality gives user the ability to retrieve information, including document images about a document or set of documents.

- A variety of searches can be found in 'Search' tab of DFM application:

- Standard one, available under 'Simple Search'

- Enhanced one, available under 'Advanced Search'
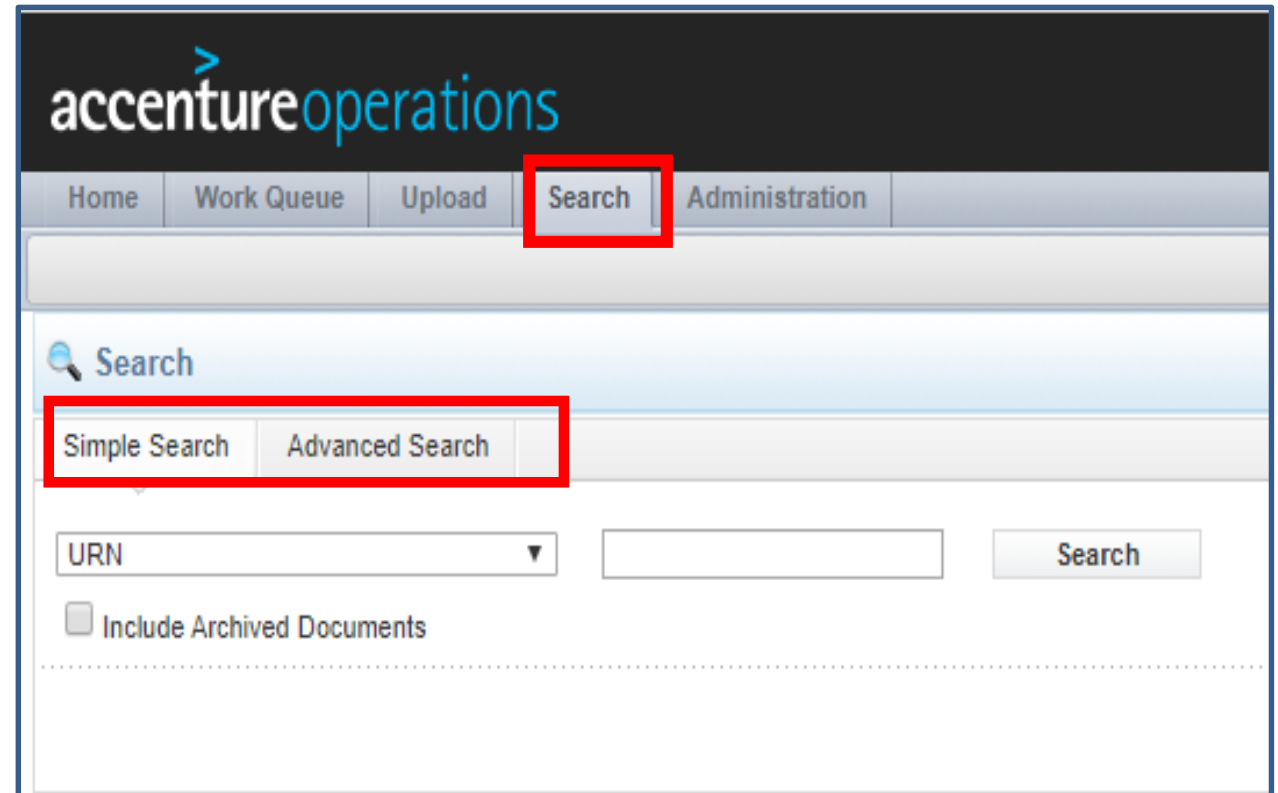
SIMPLE SEARCH

In Simple search queries it is possible to look up documents based on several predefined parameters where the entered input value is equal to defined search driver. Simple search always operates on exact value.

1   Click on Simple Search.

2   Select the search type from drop down

3   Enter the value

4   Click on search button

5   Search Result will display below the search screen

6   User can extract the report into excel using "Export Result to Excel" option.

7   Check Include archived checkbox for closed URNs more than 90 days

ADVANCED SEARCH

In Advanced search queries it is possible to look up documents based on some additional details.

1 Click on Advanced Search
2 Select the report.
3 Enter the input parameters
4 Click on Submit Query
5 Search Result will display below the search screen
6 User can extract the report into excel using "Export Result to Excel" option
7 User can download images using "Download Selected" option.
8 Check Include archived checkbox for closed URNs more than 90 days

DFM SETTINGS - GENERAL

- DFM will allow users to configure the basic settings such as Items per page, default case list etc.

(1) My cases can be a default case list as it the mostly used folder.

(2) Users can configure the email notifications they receive.

- Grouped – Group all notifications in a single mail and send it once in a day.

- One per Email – A notification will be sent immediately after every case assignment.

(3) Change Password: User can use this feature to change password.

OUT OF OFFICE

When you are unavailable or going to be out of office" please activate "Out of Office" functionality.

1 To activate Out Of Office, click on the button which is next to username.

2 Select your delegate using the pick-list, click OK button. Your DFM "Out Of Office" will become active.

By activating the Out of Office functionality all your current and future cases will be assigned to your backup during the period of absence i.e. until you turn it off.

Welcome: POCtest POCtest   IN   **1** Logout

Work Queue Management   Search   Administration

Settings   Announcements

Settings

General Setting | Change Password | Email Settings | Out of Office

Please choose a point of contact while you are unavailable:

[   ] [...]   **2**

OK

Search

There are 1235 records found, but displayed only first 100 records. Please type more specific criteria to restrict number of returned records.
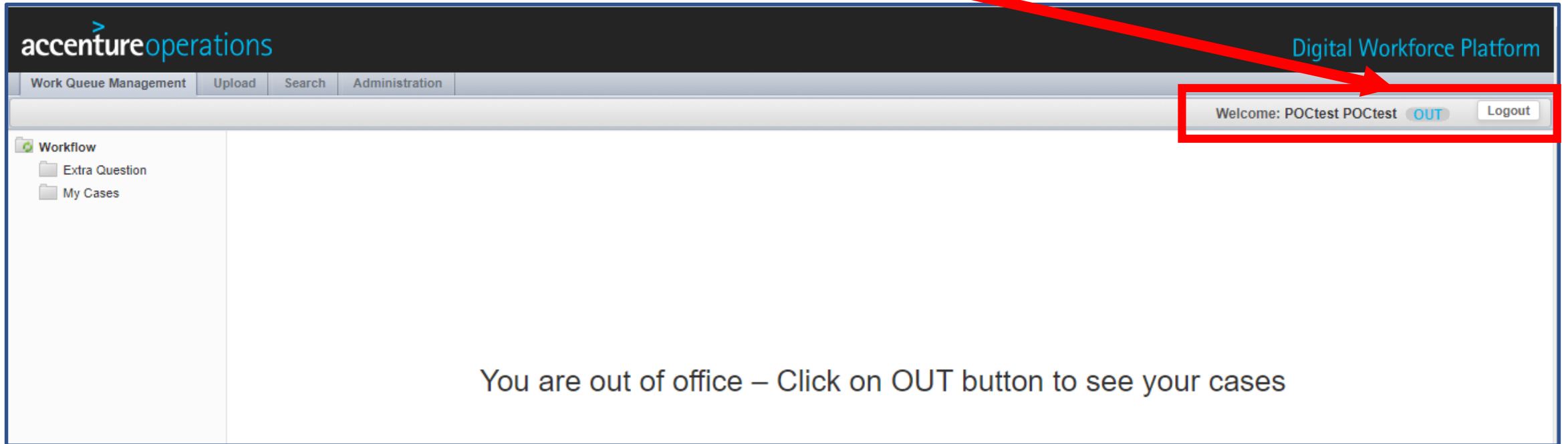
ID	Description
Invalid_Routing	Invalid_Routing Invalid_Routing -
DIRECTOR_0002	DIRECTOR NH CIUDAD DE ZARAGOZA - HOTEL
DIRECTOR_0004	DIRECTOR NH COLLECTION GRAN HOTEL DE ZARAGOZA -
DIRECTOR_0005	DIRECTOR NH CANCILLER AYALA VITORIA -
DIRECTOR_0007	DIRECTOR NH RAMBLA DE ___NTE - **2**
DIRECTOR_0010	DIRECTOR NH MADRID ALONSO MARTINEZ -
DIRECTOR_0012	DIRECTOR NH MADRID VENTAS -
DIRECTOR_0013	DIRECTOR NH MADRID ARG◆ELLES -
DIRECTOR_0014	DIRECTOR NH SEVILLA PLAZA DE ARMAS -
DIRECTOR_0017	DIRECTOR NH VALENCIA CENTER -

1 | 2 | 3 | 4 | 5 ▶
Items per page: 10 ▼

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OUT OF OFFICE cont...

- All delegated cases will appear in the "**My cases**" folder of your selected delegate.
- In your DFM overview, you will find delegated cases to you in your "**My Cases**" folder.
- Once back in office please **deactivate Out of Office by clicking on Out**.

Please Note: Business Users can request to their KU to request Accenture to set delegation for his/her vacation. Operation Super User have rights to update delegation for POC/business Users. Once back in office please deactivate Out of Office by clicking on **Out**.

THANK YOU