

accenture>operations

# DFM POC User Training Manual

**nh** | HOTEL GROUP  
PART OF MINOR  
HOTELS

Date - 19<sup>th</sup> October, 2020



High performance. Delivered.

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# DEFINITION OF TERMS

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- **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

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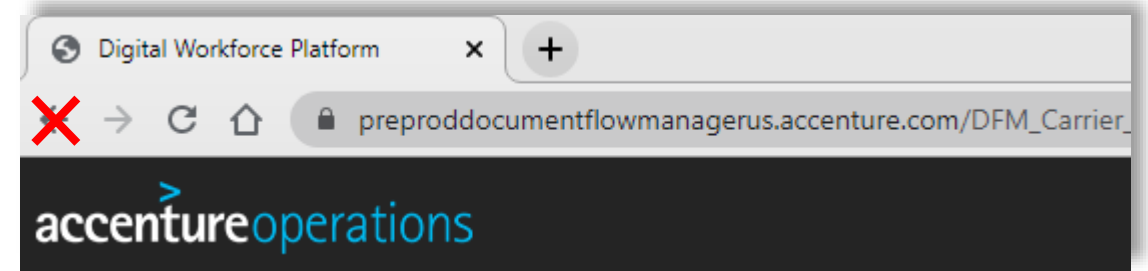
**DFM (Document Flow Manager) is a tool used for online document processing and storage. Using this tool it is possible to:**

- **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.



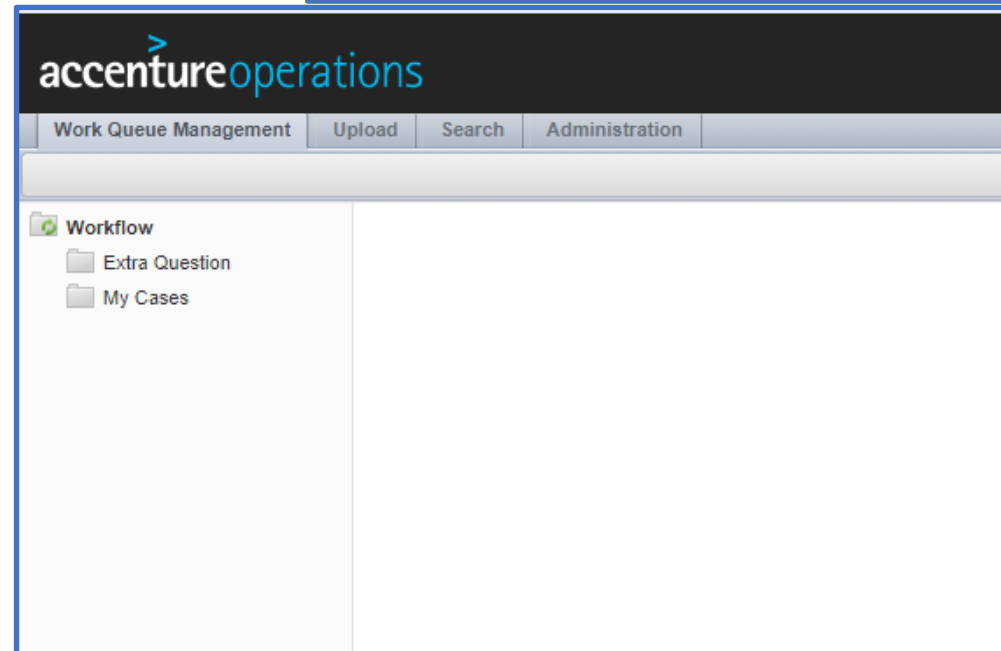
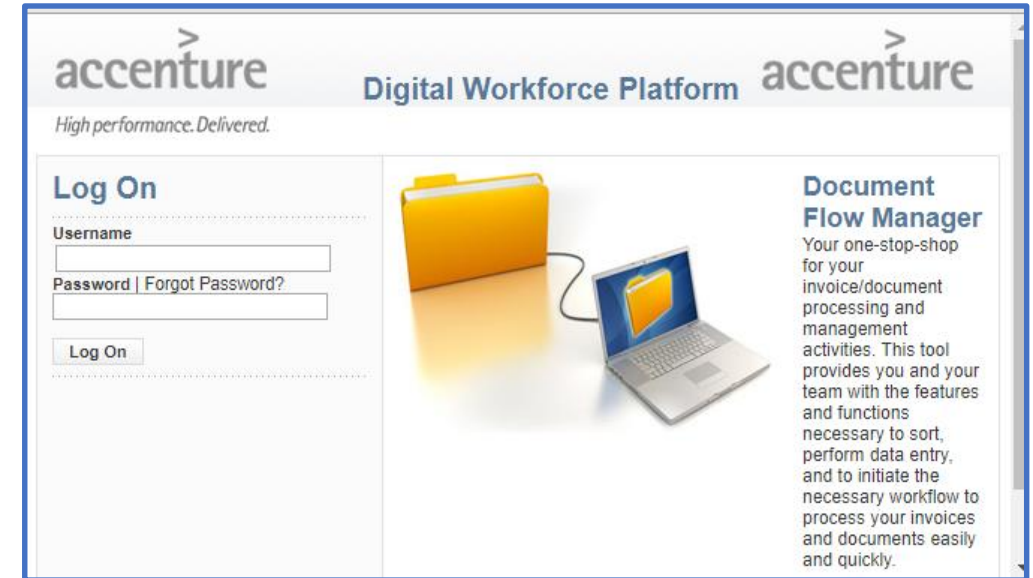
➤ System requirements: To view the documents in DFM you need a latest version of PDF viewer used in your browser.



# 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:
<a href="#">Click Here</a>	<a href="#">Click Here</a>	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

The screenshot shows the 'accentureoperations' interface. At the top, there are four tabs: 'Work Queue Management' (labeled 1), 'Upload' (labeled 2), 'Search' (labeled 3), and 'Administration' (labeled 4). Below the tabs, on the left, is a sidebar with 'Workflow' (containing 'Extra Question' and 'My Cases') and 'My Cases'. The main area displays a table with columns: 'URN', 'Document Type', and 'Company Code'. The table contains four rows of data. At the bottom, there is a pagination bar showing 'Page size 10' and a page number '1'.

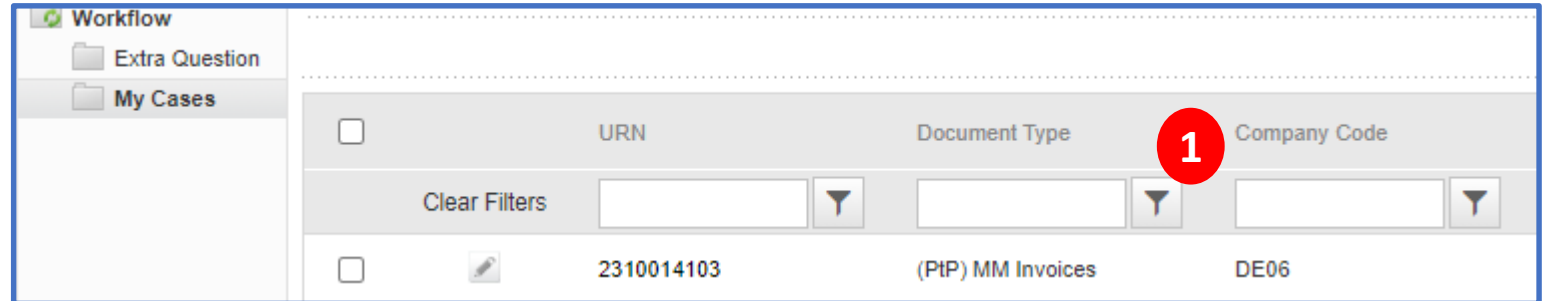
	URN	Document Type	Company Code
<input type="checkbox"/>	2310014103	(PiP) MM Invoices	DE06
<input type="checkbox"/>	2800015519	(OTC) Manual Payment Transfer	ES57
<input type="checkbox"/>	8810003650	(PiP) Vendor Master Request	AD01
<input type="checkbox"/>	7770015260	(OTC) Discrepancy	NL38



# DFM FILTERING

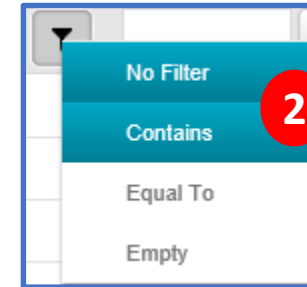
New version allow us to apply filters in any column of your **“My Cases”** screen.

**1** Click on FILTER icon



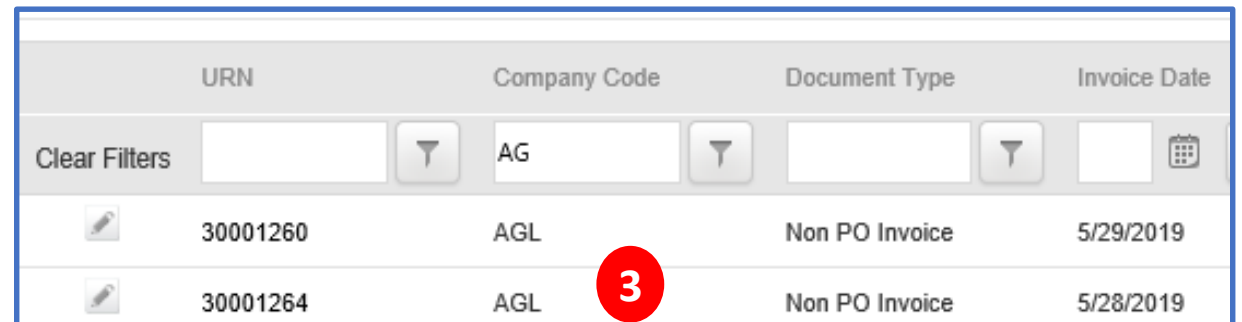
The screenshot shows the 'My Cases' interface. On the left is a sidebar with 'Workflow', 'Extra Question', and 'My Cases' folders. The main area has a table header with columns: URN, Document Type, and Company Code. Each column has a filter icon (a funnel) to its right. A red circle with the number '1' highlights the filter icon for the 'Company Code' column. Below the header is a 'Clear Filters' button and three input fields, each with a filter icon.

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



The screenshot shows a dropdown menu for the filter criteria. The menu is open, showing four options: 'No Filter', 'Contains', 'Equal To', and 'Empty'. A red circle with the number '2' highlights the 'Contains' option.

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

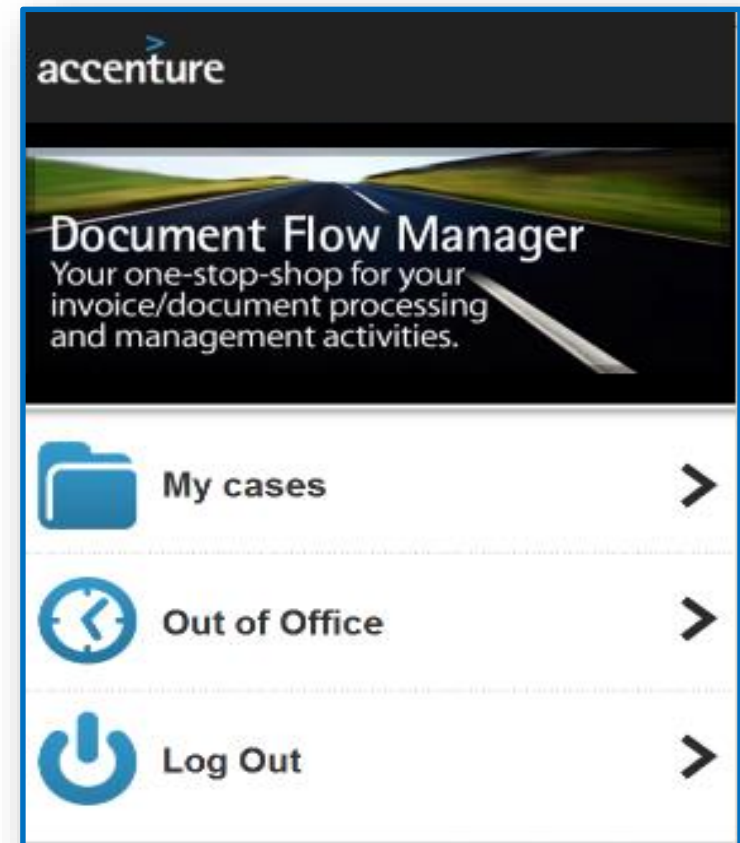


The screenshot shows the table after applying the filter. The table has columns: URN, Company Code, Document Type, and Invoice Date. The 'Clear Filters' button is on the left. The table contains two rows of data. A red circle with the number '3' highlights the second row.

	URN	Company Code	Document Type	Invoice Date
Clear Filters	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	30001260	AGL	Non PO Invoice	5/29/2019
	30001264	AGL	Non PO Invoice	5/28/2019

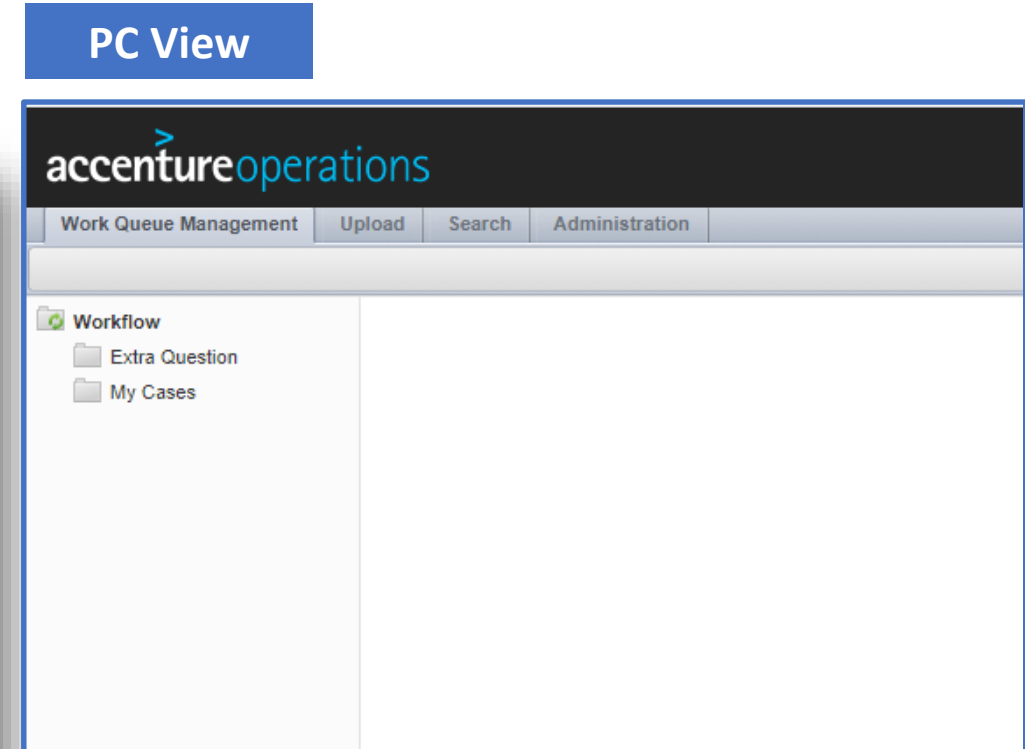
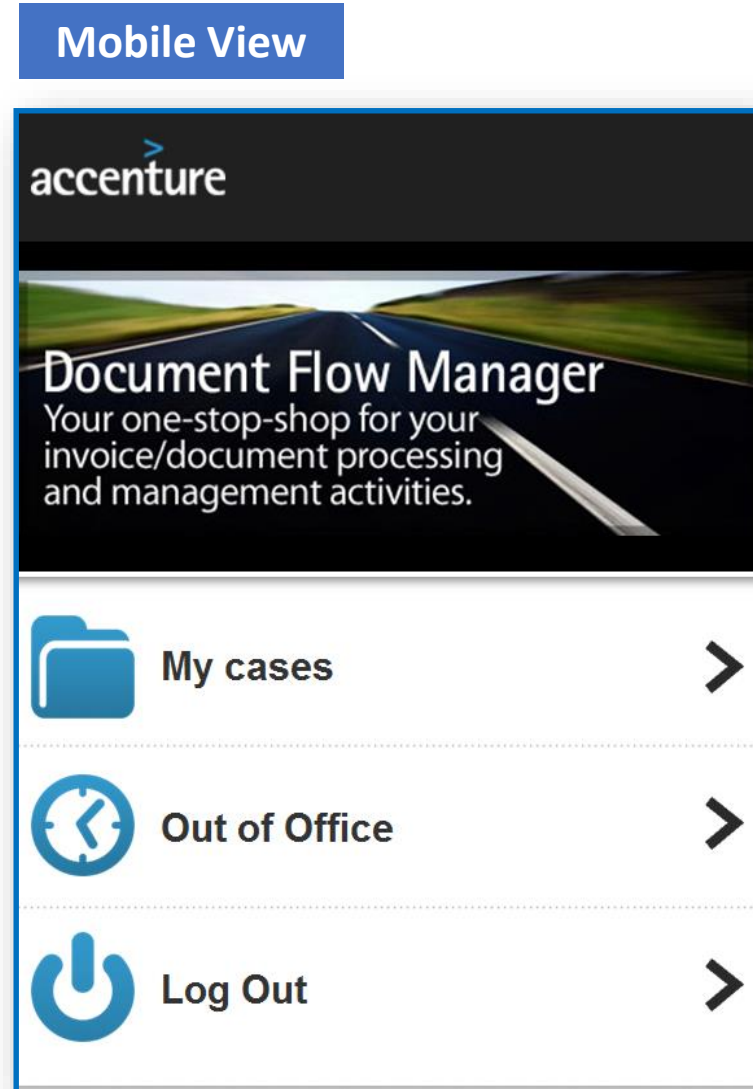
# DFM HOME SCREEN IN MOBILE VIEW

- 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



# 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.

The screenshot displays the 'accentureoperations' interface. At the top, there are tabs for 'Work Queue Management', 'Upload', 'Search', and 'Administration'. Below these, a sidebar on the left shows a 'Workflow' folder expanded, revealing two sub-folders: 'Extra Question' (marked with a red circle '1') and 'My Cases' (marked with a red circle '2'). The main area shows a table of workflow items. The table has columns for 'URN', 'Document Type', and 'Company Code'. There are also checkboxes and edit icons for each row. The table is currently on page 1 of 1, with a page size of 10.

	URN	Document Type	Company Code
<input type="checkbox"/>			
<input type="checkbox"/>	2310014103	(PiP) MM Invoices	DE06
<input type="checkbox"/>	2800015519	(OTC) Manual Payment Transfer	ES57
<input type="checkbox"/>	8810003650	(PiP) Vendor Master Request	AD01
<input type="checkbox"/>	7770015260	(OtC) Discrepancy	NL38

# 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.

The image shows two overlapping screenshots from the Accenture Operations system. The background screenshot is the 'CASE LIST VIEW' showing a table of cases. The foreground screenshot is the 'DOCUMENT VIEW' for a specific case.

**CASE LIST VIEW**

Workflow Queue Management | Upload | Search | Administration

Workflow  
Extra Question  
My Cases

	URN	Document Type	Company Code
<input type="checkbox"/>	2310014103	(PiP) MM Invoices	DE06
<input type="checkbox"/>	2800015519	(OTC) Manual Payment Transfer	ES57
<input type="checkbox"/>	8810003650	(PiP) Vendor Master Request	AD01
<input type="checkbox"/>	7770015260	(OTC) Discrepancy	NL38

Page size: 10

**DOCUMENT VIEW**

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

URN: 2310014103

General | History | Extra Question | Attachments

Header Information [Workflow Authorisation Flow]

Document Type: (PiP) MM Invoices

Company Code: DE06 37/168/21537\_ HEINER GOSSEN HOTEL

Document Reference

Document Number: 123444

Document Date: 9/4/2020

Receipt Date: 8/17/2020

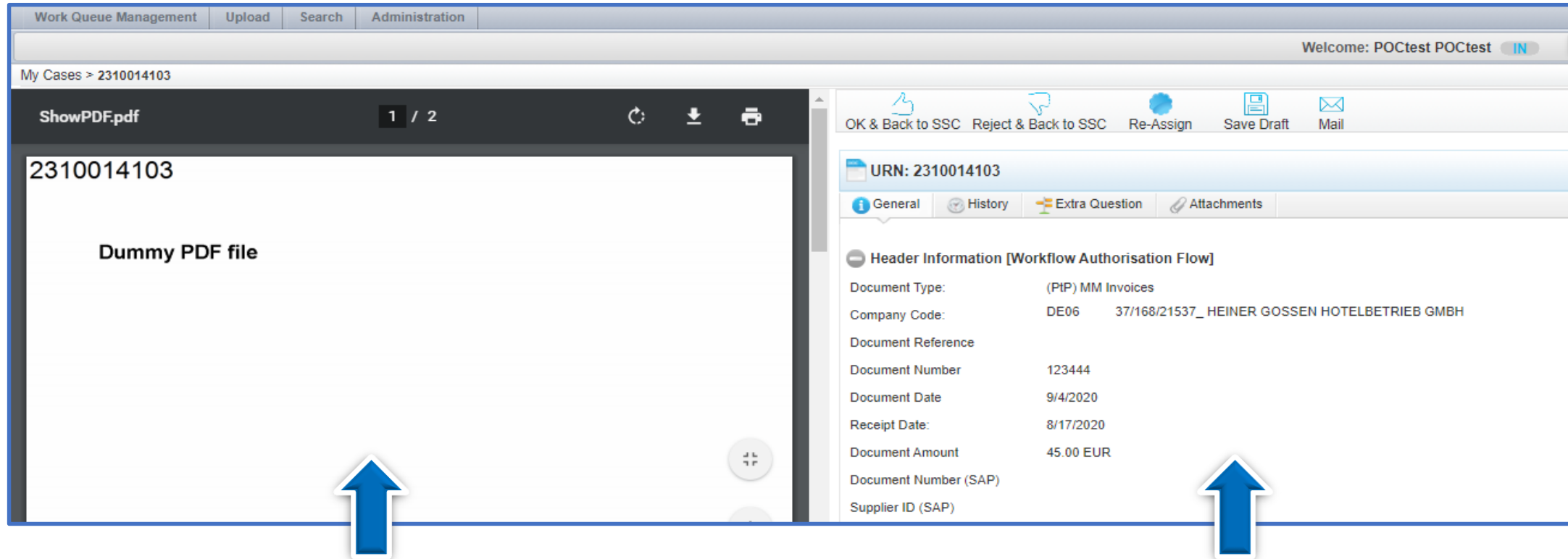
Document Amount: 45.00 EUR

Document Number (SAP)

Supplier ID (SAP)

# DATA ENTRY - IMAGE OPTION

## Left-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.

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

Header Information [Workflow Authorisation Flow]	
Document Type:	(PIP) 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)	
Additional Fields	
Business Unit	Colombia & Ecuador
Business Area	
Country	COLOMBIA CO
Priority	Urgent
SAP Initial Status	Parked - General
Hard copy reception	

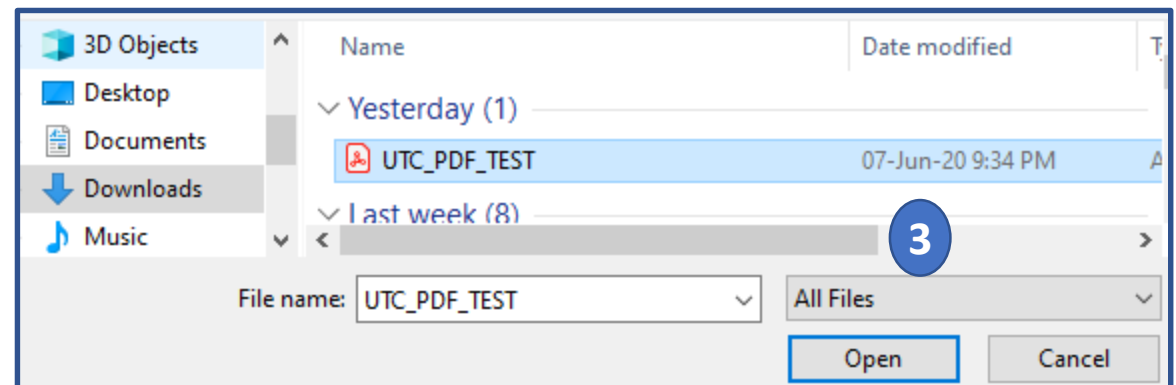
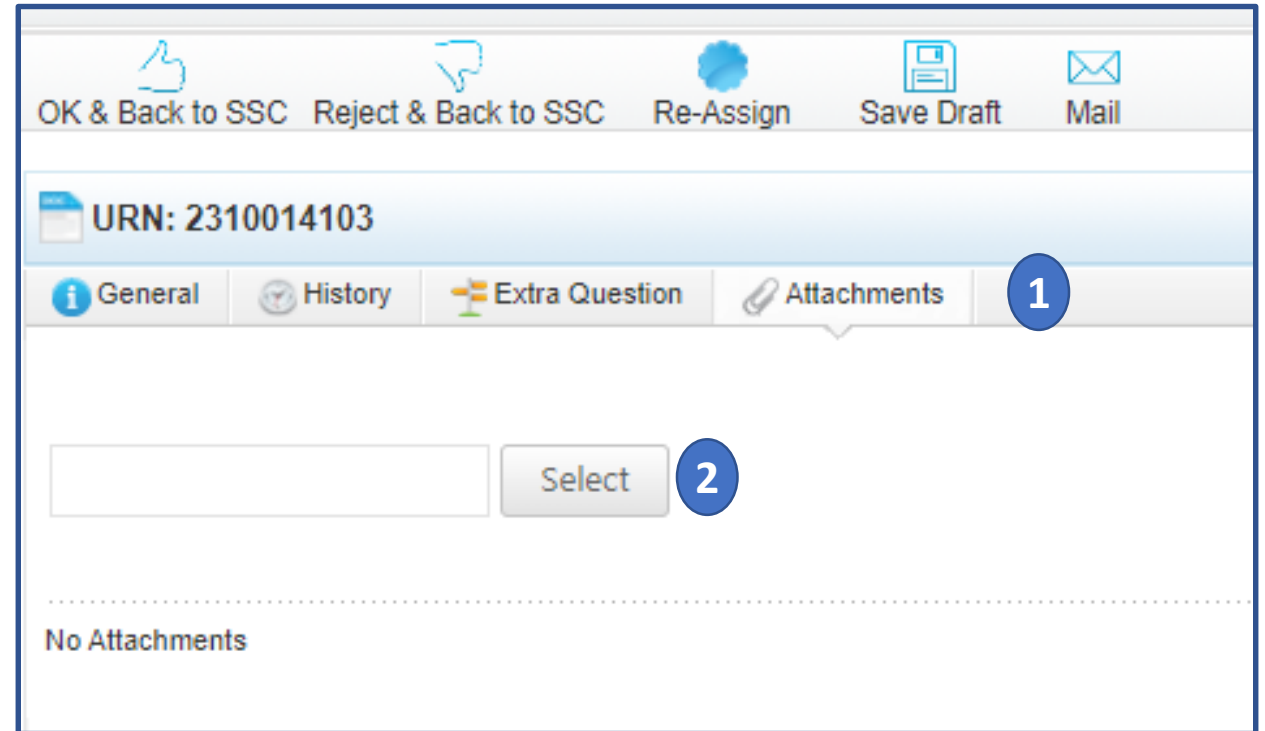
# ATTACHMENTS

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

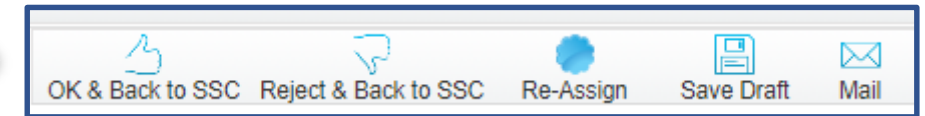
**2**

# WORKFLOW TYPES

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

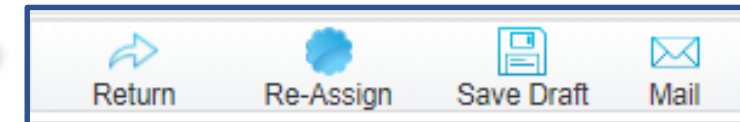
## 1) Approval (Resolve) Workflow

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]

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

1

Document Type	Last Update	Reason	Comment
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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	~POCTest~ ~~
67	9/2/2020	(OtC) - Discrepancy ///Billing Discrepancy recognized	~Document routed to business user~

2

# 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.

The screenshot displays the 'Approval Workflow (Approve)' interface. At the top, a toolbar contains buttons: 'OK & Back to SSC' (highlighted with a red box and a thumbs-up icon), 'Reject & Back to SSC' (highlighted with a red circle 3), 'Re-Assign', 'Save Draft', and 'Mail'. Below the toolbar, the URL 'URN: 2310014103' is shown. A tabbed interface includes 'General' (selected), 'History', 'Extra Question', and 'Attachments'. The main content area has sections for 'Header Information [Workflow Authorisation Flow]', 'Additional Fields', and 'Workflow and Comments'. Under 'Workflow and Comments', there is a text input field for 'Assign to POC: \*'. Below this is a 'New Comment:' section with a text area containing 'Approve.' (highlighted with a red box and a red circle 2). At the bottom, a 'Comments History' section shows a log entry: 'ishita.mazumdar - | Thu 9/3/2020 11:48:02 PM CST (PtP) - Invoice ///Business Area Confirmation [Assigned to POCtest - Hotel User]' (highlighted with a red circle 1).

# 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”** button.
  - 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.

The screenshot shows the 'Approval Workflow (Reject)' interface. At the top, there are five buttons: 'OK & Back to SSC', 'Reject & Back to SSC' (highlighted with a red box and a red circle with the number 3), 'Assign', 'Save Draft', and 'Mail'. Below these buttons is a header bar with the URL 'URN: 2310014103'. Under the header bar are four tabs: 'General', 'History', 'Extra Question', and 'Attachments'. The main content area is divided into sections: 'Header Information [Workflow Authorisation Flow]', 'Additional Fields', 'Workflow and Comments', and 'Comments History'. In the 'Workflow and Comments' section, there is a text input field labeled 'Assign to POC: \*' and a dropdown menu. Below this is a 'New Comment:' section with a text input field containing 'Rejecting.' (highlighted with a red box and a red circle with the number 2). At the bottom, the 'Comments History' section shows a list of comments, with the first comment highlighted by a red circle with the number 1. The comment text is: 'ishita.mazumdar - | Thu 9/3/2020 11:48:02 PM CST (PtP) - Invoice ///Business Area Confirmation [Assigned to POCtest - Hotel User]'.

# 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.

The screenshot displays a web application interface for a query workflow. At the top, there is a navigation bar with icons for 'Return' (a blue arrow pointing right), 'Assign' (a blue gear), 'Save Draft' (a blue floppy disk), and 'Mail' (a blue envelope). The 'Return' button is highlighted with a red box and a red circle with the number '2'. Below the navigation bar, there is a section titled 'Additional Fields' with a minus icon. This section contains a table with the following data: Business Unit: INDIA, Business Area: 0577, Priority: Normal, SAP Initial Status: HESPERIA ANDO, Content, and Close Period. Below this table is a section titled 'Workflow and Comments' with a plus icon. This section contains a label 'Assign to POC:' followed by a text input field and a three-dot menu icon. Below the 'Assign to POC' section is a section titled 'New Comment:' with a red box around it. This section contains a large text area with the text 'Returning the URN' and a red circle with the number '1'. Below the 'New Comment' section is a section titled 'Comments History:' with a speech bubble icon. This section contains a list of comments: 'T.A.Tyagi - | Fri 9/18/2020 11:06:57 AM CST (PtP) - (VMD) Additional Information Required [Assigned to Pragati\_POC - ]' and 'T.A.Tyagi - | Fri 9/18/2020 11:03:32 AM CST'.

# 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.

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

URN: 2310014103

General History Extra Question Attachments

+ Header Information [Workflow Authorisation Flow]

+ Additional Fields

Workflow and Comments

Assign to POC: \*  ...

New Comment:

Reassigning a URN.

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]

	Description
POCTest	POCTest POCtest
Invalid_Routing	Invalid_Routing Invalid_Routing
vish_poc	vishnu r
AINSWORTH	ANDREW AINSWORTH
ABECKTON	AMANDABECKTON
ABLAIR	ALEXANDER BLAIR
ABROADBENT	ANDY BROADBENT
aconnor	Alan Oconnor
ADAVEY	ANDREW DAVEY
AHEELEY	ALLAN HEELEY

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

# 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.

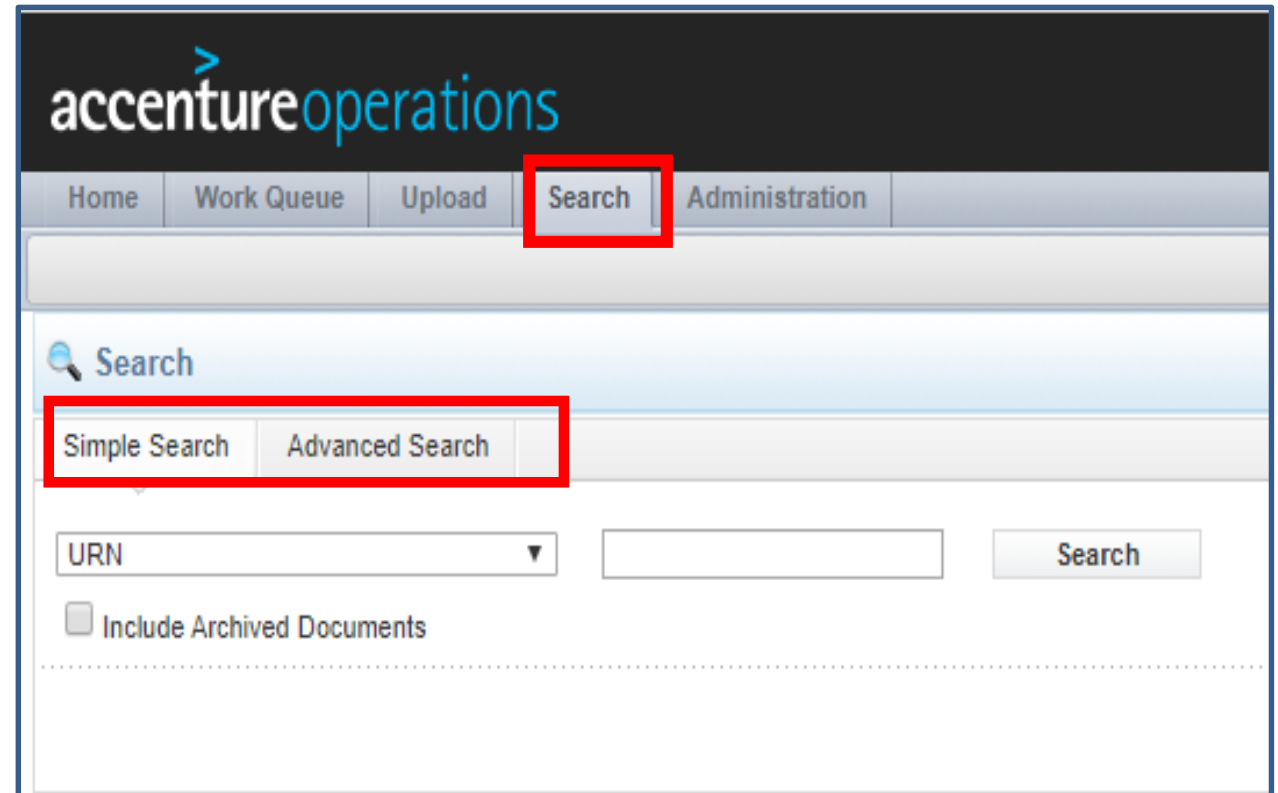
*\* Please remember that the case will still be in your My Case folder until it is submitted.*

The screenshot displays a web application interface for a case management system. At the top, there is a navigation bar with several buttons: 'OK & Back to SSC', 'Reject & Back to SSC', 'Re-Assign', 'Save Draft' (highlighted with a red box and a red circle with the number 2), and an envelope icon. Below the navigation bar, the case ID 'URN: 2310014103' is displayed. A tabbed interface shows 'General' as the active tab, with other tabs for 'History', 'Extra Question', and 'Attachments'. The main content area is divided into sections: 'Header Information [Workflow Authorisation Flow]', 'Additional Fields', and 'Workflow and Comments'. Under 'Workflow and Comments', there is a field for 'Assign to POC: \*' with a dropdown menu. Below this, the 'New Comment:' section is highlighted with a red box and a red circle with the number 1. It contains a text input field with the text 'Save Draft.' and a large text area below it. At the bottom, there is a 'Comments History' section showing a comment from 'ishita.mazumdar' on 'Thu 9/3/2020 11:48:02 PM CST' regarding an 'Invoice ///Business Area Confirmation' assigned to 'POCTest - Hotel User'.



# 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

The screenshot shows the 'Simple Search' interface. At the top, there is a 'Search' header with a magnifying glass icon (1). Below it, there are two tabs: 'Simple Search' (2) and 'Advanced Search'. The 'Simple Search' tab is active. Under this tab, there is a dropdown menu for 'URN' (2) with the value '2310014103' (3) entered. To the right of the dropdown is a 'Search' button (4). Below the search input, there is a checkbox labeled 'Include Archived Documents' (7). Below the checkbox, there is an 'Export Result to Excel' button (6) with an Excel icon. Below the export button, there is a table displaying search results. The table has three columns: 'URN', 'Supplier', and 'Date'. The first row shows the URN '2310014103' (5) and the date '9/3/2020'. At the bottom of the interface, there is a pagination control showing 'Items per page: 10'.

# 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

The screenshot shows the 'Advanced Search' interface. On the left is a list of search reports, with 'All by Document Number' selected. The main area contains a search criteria table with columns 'Field Name', 'Operator', and 'Value'. Below this is a 'Submit Query' button and a section with 'Download Selected' and 'Export Result to Excel' options. At the bottom is a table of search results with columns: URN, Document Type, Receipt Date, Document Number, Document Date, Document Amount, and Company Code. Red numbered callouts (1-8) point to specific elements: 1 points to the 'Advanced Search' tab, 2 to the selected report, 3 to the 'Value' input field for 'Document Number', 4 to the 'Submit Query' button, 5 to a result row, 6 to the 'Export Result to Excel' button, 7 to the 'Download Selected' button, and 8 to the 'Include Archived Documents' checkbox.

Field Name	Operator	Value
Business Unit	LIKE	
Company Code	LIKE	
Business Area	LIKE	
Document Number	LIKE	00102751
Receipt Date	>=	
Receipt Date	<=	
Document Type	LIKE	

☐ Include Archived Documents

Submit Query

Download Selected    Export Result to Excel

	URN	Document Type	Receipt Date	Document Number	Document Date	Document Amount	Company Code
<input type="checkbox"/>	1010868384	(PtP) FI Invoices	8/31/2020	00102751	8/7/2020	-0.18	BE02
<input type="checkbox"/>	1010868385	(PtP) FI Invoices	8/31/2020	00102751	8/7/2020	-0.18	BE02
<input type="checkbox"/>	1010868386	(PtP) FI Invoices	8/31/2020	00102751	8/7/2020	-0.18	BE02

# 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.

The screenshot shows the 'Administration' tab selected in the top navigation bar. Below it, the 'Settings' link is highlighted. The 'General Setting' tab is active, showing options for 'Default items per page' (set to 10), 'Language' (set to EN), 'Default Case List' (with a dropdown menu open showing 'Extra Question' and 'My Cases'), 'Default Search', and 'Regional Settings'. A red circle with the number '1' is placed next to the 'Default Case List' dropdown.

The screenshot shows the 'Change Password' dialog box. The 'Change Password' tab is highlighted. It contains three input fields: 'Old Password:', 'New Password:', and 'Confirm New Password:'. A red circle with the number '2' is placed next to the 'New Password' field. An 'OK' button is at the bottom.

The screenshot shows the 'Email Settings' page. The 'Email Settings' tab is highlighted. It contains two dropdown menus: 'Notification Emails' and 'Reminder Emails', both set to 'One per email'. A red circle with the number '3' is placed next to the 'Notification Emails' dropdown. A 'Save' button is at the bottom.

# 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

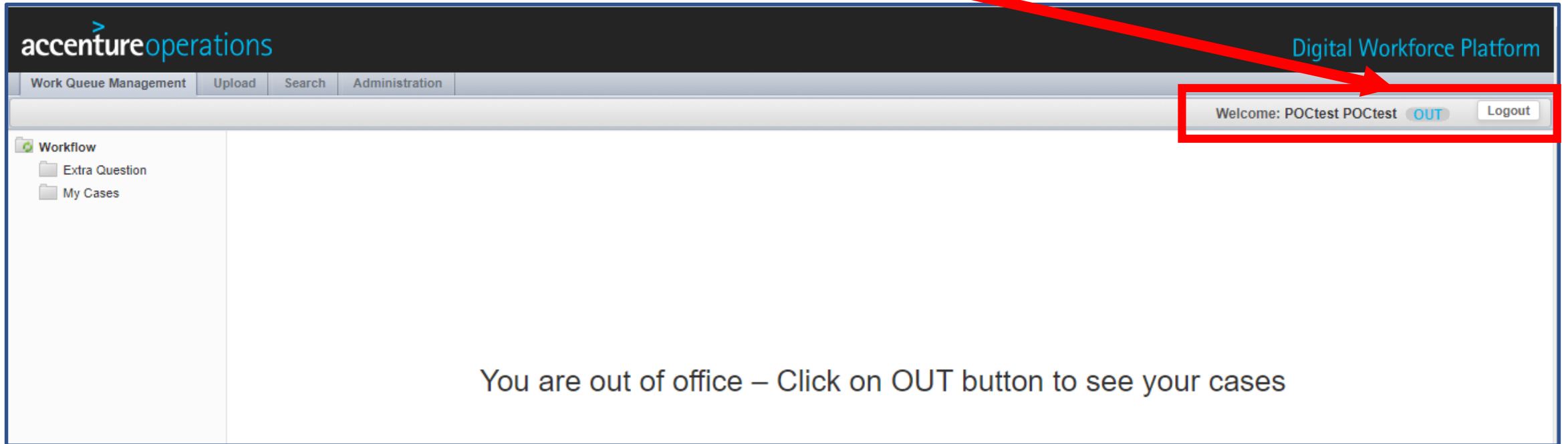
ID	Description
Invalid_Routing	Invalid_Routing Invalid_Routing -
DIRECTOR_0002	DIRECTOR NH CIUDAD DE ZARAGOZA - HOTEL
DIRECTOR_0004	DIRECTOR NH COLLECTION GRAN HOTEL DE ZARAGOZA -
DIRECTOR_0005	DIRECTOR NH CANCELLER AYALA VITORIA -
DIRECTOR_0007	DIRECTOR NH RAMBLA DE <b>2</b> NTE -
DIRECTOR_0010	DIRECTOR NH MADRID ALONSO MARTINEZ -
DIRECTOR_0012	DIRECTOR NH MADRID VENTAS -
DIRECTOR_0013	DIRECTOR NH MADRID ARGUELLES -
DIRECTOR_0014	DIRECTOR NH SEVILLA PLAZA DE ARMAS -
DIRECTOR_0017	DIRECTOR NH VALENCIA CENTER -

1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 | 32 | 33 | 34 | 35 | 36 | 37 | 38 | 39 | 40 | 41 | 42 | 43 | 44 | 45 | 46 | 47 | 48 | 49 | 50 | 51 | 52 | 53 | 54 | 55 | 56 | 57 | 58 | 59 | 60 | 61 | 62 | 63 | 64 | 65 | 66 | 67 | 68 | 69 | 70 | 71 | 72 | 73 | 74 | 75 | 76 | 77 | 78 | 79 | 80 | 81 | 82 | 83 | 84 | 85 | 86 | 87 | 88 | 89 | 90 | 91 | 92 | 93 | 94 | 95 | 96 | 97 | 98 | 99 | 100 | 101 | 102 | 103 | 104 | 105 | 106 | 107 | 108 | 109 | 110 | 111 | 112 | 113 | 114 | 115 | 116 | 117 | 118 | 119 | 120 | 121 | 122 | 123 | 124 | 125 | 126 | 127 | 128 | 129 | 130 | 131 | 132 | 133 | 134 | 135 | 136 | 137 | 138 | 139 | 140 | 141 | 142 | 143 | 144 | 145 | 146 | 147 | 148 | 149 | 150 | 151 | 152 | 153 | 154 | 155 | 156 | 157 | 158 | 159 | 160 | 161 | 162 | 163 | 164 | 165 | 166 | 167 | 168 | 169 | 170 | 171 | 172 | 173 | 174 | 175 | 176 | 177 | 178 | 179 | 180 | 181 | 182 | 183 | 184 | 185 | 186 | 187 | 188 | 189 | 190 | 191 | 192 | 193 | 194 | 195 | 196 | 197 | 198 | 199 | 200 | 201 | 202 | 203 | 204 | 205 | 206 | 207 | 208 | 209 | 210 | 211 | 212 | 213 | 214 | 215 | 216 | 217 | 218 | 219 | 220 | 221 | 222 | 223 | 224 | 225 | 226 | 227 | 228 | 229 | 230 | 231 | 232 | 233 | 234 | 235 | 236 | 237 | 238 | 239 | 240 | 241 | 242 | 243 | 244 | 245 | 246 | 247 | 248 | 249 | 250 | 251 | 252 | 253 | 254 | 255 | 256 | 257 | 258 | 259 | 260 | 261 | 262 | 263 | 264 | 265 | 266 | 267 | 268 | 269 | 270 | 271 | 272 | 273 | 274 | 275 | 276 | 277 | 278 | 279 | 280 | 281 | 282 | 283 | 284 | 285 | 286 | 287 | 288 | 289 | 290 | 291 | 292 | 293 | 294 | 295 | 296 | 297 | 298 | 299 | 300 | 301 | 302 | 303 | 304 | 305 | 306 | 307 | 308 | 309 | 310 | 311 | 312 | 313 | 314 | 315 | 316 | 317 | 318 | 319 | 320 | 321 | 322 | 323 | 324 | 325 | 326 | 327 | 328 | 329 | 330 | 331 | 332 | 333 | 334 | 335 | 336 | 337 | 338 | 339 | 340 | 341 | 342 | 343 | 344 | 345 | 346 | 347 | 348 | 349 | 350 | 351 | 352 | 353 | 354 | 355 | 356 | 357 | 358 | 359 | 360 | 361 | 362 | 363 | 364 | 365 | 366 | 367 | 368 | 369 | 370 | 371 | 372 | 373 | 374 | 375 | 376 | 377 | 378 | 379 | 380 | 381 | 382 | 383 | 384 | 385 | 386 | 387 | 388 | 389 | 390 | 391 | 392 | 393 | 394 | 395 | 396 | 397 | 398 | 399 | 400 | 401 | 402 | 403 | 404 | 405 | 406 | 407 | 408 | 409 | 410 | 411 | 412 | 413 | 414 | 415 | 416 | 417 | 418 | 419 | 420 | 421 | 422 | 423 | 424 | 425 | 426 | 427 | 428 | 429 | 430 | 431 | 432 | 433 | 434 | 435 | 436 | 437 | 438 | 439 | 440 | 441 | 442 | 443 | 444 | 445 | 446 | 447 | 448 | 449 | 450 | 451 | 452 | 453 | 454 | 455 | 456 | 457 | 458 | 459 | 460 | 461 | 462 | 463 | 464 | 465 | 466 | 467 | 468 | 469 | 470 | 471 | 472 | 473 | 474 | 475 | 476 | 477 | 478 | 479 | 480 | 481 | 482 | 483 | 484 | 485 | 486 | 487 | 488 | 489 | 490 | 491 | 492 | 493 | 494 | 495 | 496 | 497 | 498 | 499 | 500 | 501 | 502 | 503 | 504 | 505 | 506 | 507 | 508 | 509 | 510 | 511 | 512 | 513 | 514 | 515 | 516 | 517 | 518 | 519 | 520 | 521 | 522 | 523 | 524 | 525 | 526 | 527 | 528 | 529 | 530 | 531 | 532 | 533 | 534 | 535 | 536 | 537 | 538 | 539 | 540 | 541 | 542 | 543 | 544 | 545 | 546 | 547 | 548 | 549 | 550 | 551 | 552 | 553 | 554 | 555 | 556 | 557 | 558 | 559 | 560 | 561 | 562 | 563 | 564 | 565 | 566 | 567 | 568 | 569 | 570 | 571 | 572 | 573 | 574 | 575 | 576 | 577 | 578 | 579 | 580 | 581 | 582 | 583 | 584 | 585 | 586 | 587 | 588 | 589 | 590 | 591 | 592 | 593 | 594 | 595 | 596 | 597 | 598 | 599 | 600 | 601 | 602 | 603 | 604 | 605 | 606 | 607 | 608 | 609 | 610 | 611 | 612 | 613 | 614 | 615 | 616 | 617 | 618 | 619 | 620 | 621 | 622 | 623 | 624 | 625 | 626 | 627 | 628 | 629 | 630 | 631 | 632 | 633 | 634 | 635 | 636 | 637 | 638 | 639 | 640 | 641 | 642 | 643 | 644 | 645 | 646 | 647 | 648 | 649 | 650 | 651 | 652 | 653 | 654 | 655 | 656 | 657 | 658 | 659 | 660 | 661 | 662 | 663 | 664 | 665 | 666 | 667 | 668 | 669 | 670 | 671 | 672 | 673 | 674 | 675 | 676 | 677 | 678 | 679 | 680 | 681 | 682 | 683 | 684 | 685 | 686 | 687 | 688 | 689 | 690 | 691 | 692 | 693 | 694 | 695 | 696 | 697 | 698 | 699 | 700 | 701 | 702 | 703 | 704 | 705 | 706 | 707 | 708 | 709 | 710 | 711 | 712 | 713 | 714 | 715 | 716 | 717 | 718 | 719 | 720 | 721 | 722 | 723 | 724 | 725 | 726 | 727 | 728 | 729 | 730 | 731 | 732 | 733 | 734 | 735 | 736 | 737 | 738 | 739 | 740 | 741 | 742 | 743 | 744 | 745 | 746 | 747 | 748 | 749 | 750 | 751 | 752 | 753 | 754 | 755 | 756 | 757 | 758 | 759 | 760 | 761 | 762 | 763 | 764 | 765 | 766 | 767 | 768 | 769 | 770 | 771 | 772 | 773 | 774 | 775 | 776 | 777 | 778 | 779 | 780 | 781 | 782 | 783 | 784 | 785 | 786 | 787 | 788 | 789 | 790 | 791 | 792 | 793 | 794 | 795 | 796 | 797 | 798 | 799 | 800 | 801 | 802 | 803 | 804 | 805 | 806 | 807 | 808 | 809 | 810 | 811 | 812 | 813 | 814 | 815 | 816 | 817 | 818 | 819 | 820 | 821 | 822 | 823 | 824 | 825 | 826 | 827 | 828 | 829 | 830 | 831 | 832 | 833 | 834 | 835 | 836 | 837 | 838 | 839 | 840 | 841 | 842 | 843 | 844 | 845 | 846 | 847 | 848 | 849 | 850 | 851 | 852 | 853 | 854 | 855 | 856 | 857 | 858 | 859 | 860 | 861 | 862 | 863 | 864 | 865 | 866 | 867 | 868 | 869 | 870 | 871 | 872 | 873 | 874 | 875 | 876 | 877 | 878 | 879 | 880 | 881 | 882 | 883 | 884 | 885 | 886 | 887 | 888 | 889 | 890 | 891 | 892 | 893 | 894 | 895 | 896 | 897 | 898 | 899 | 900 | 901 | 902 | 903 | 904 | 905 | 906 | 907 | 908 | 909 | 910 | 911 | 912 | 913 | 914 | 915 | 916 | 917 | 918 | 919 | 920 | 921 | 922 | 923 | 924 | 925 | 926 | 927 | 928 | 929 | 930 | 931 | 932 | 933 | 934 | 935 | 936 | 937 | 938 | 939 | 940 | 941 | 942 | 943 | 944 | 945 | 946 | 947 | 948 | 949 | 950 | 951 | 952 | 953 | 954 | 955 | 956 | 957 | 958 | 959 | 960 | 961 | 962 | 963 | 964 | 965 | 966 | 967 | 968 | 969 | 970 | 971 | 972 | 973 | 974 | 975 | 976 | 977 | 978 | 979 | 980 | 981 | 982 | 983 | 984 | 985 | 986 | 987 | 988 | 989 | 990 | 991 | 992 | 993 | 994 | 995 | 996 | 997 | 998 | 999 | 1000

# 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.***



The screenshot displays the Accenture Operations Digital Workforce Platform interface. The top navigation bar includes the 'accentureoperations' logo and the text 'Digital Workforce Platform'. Below this, a secondary navigation bar contains links for 'Work Queue Management', 'Upload', 'Search', and 'Administration'. The main content area is divided into a left sidebar and a central panel. The sidebar shows a 'Workflow' section with sub-items 'Extra Question' and 'My Cases'. The central panel displays a message: 'You are out of office – Click on OUT button to see your cases'. In the top right corner of the main content area, there is a status bar that reads 'Welcome: POCTest POCTest' followed by a blue 'OUT' button and a 'Logout' button. A red arrow points from the 'Out.' text in the note above to the 'OUT' button in the interface.

# THANK YOU